



**MDOT** MARYLAND DEPARTMENT OF TRANSPORTATION

# ***EXCELLERATOR***

BIANNUAL REPORT

NOVEMBER 2020



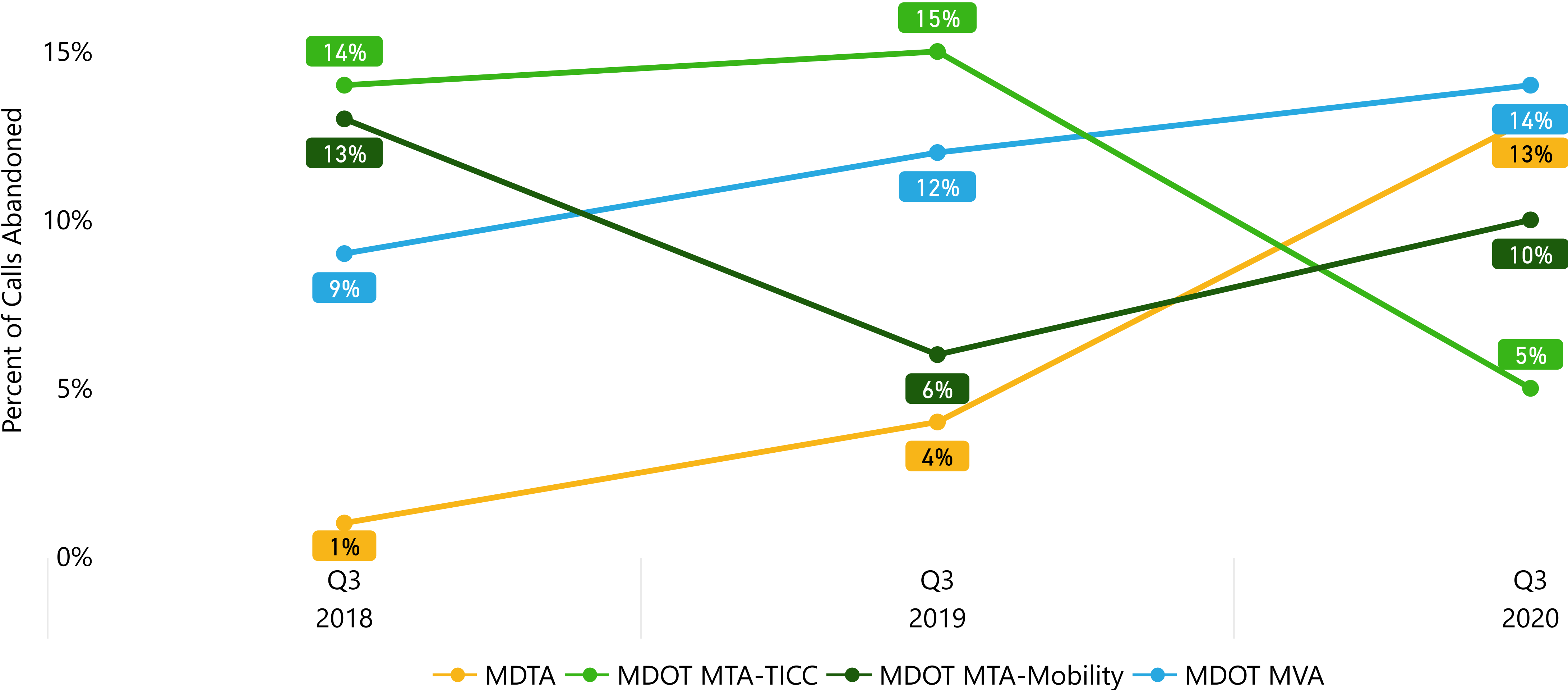
TANGIBLE RESULT #1

**PROVIDE EXCEPTIONAL  
CUSTOMER SERVICE**

TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

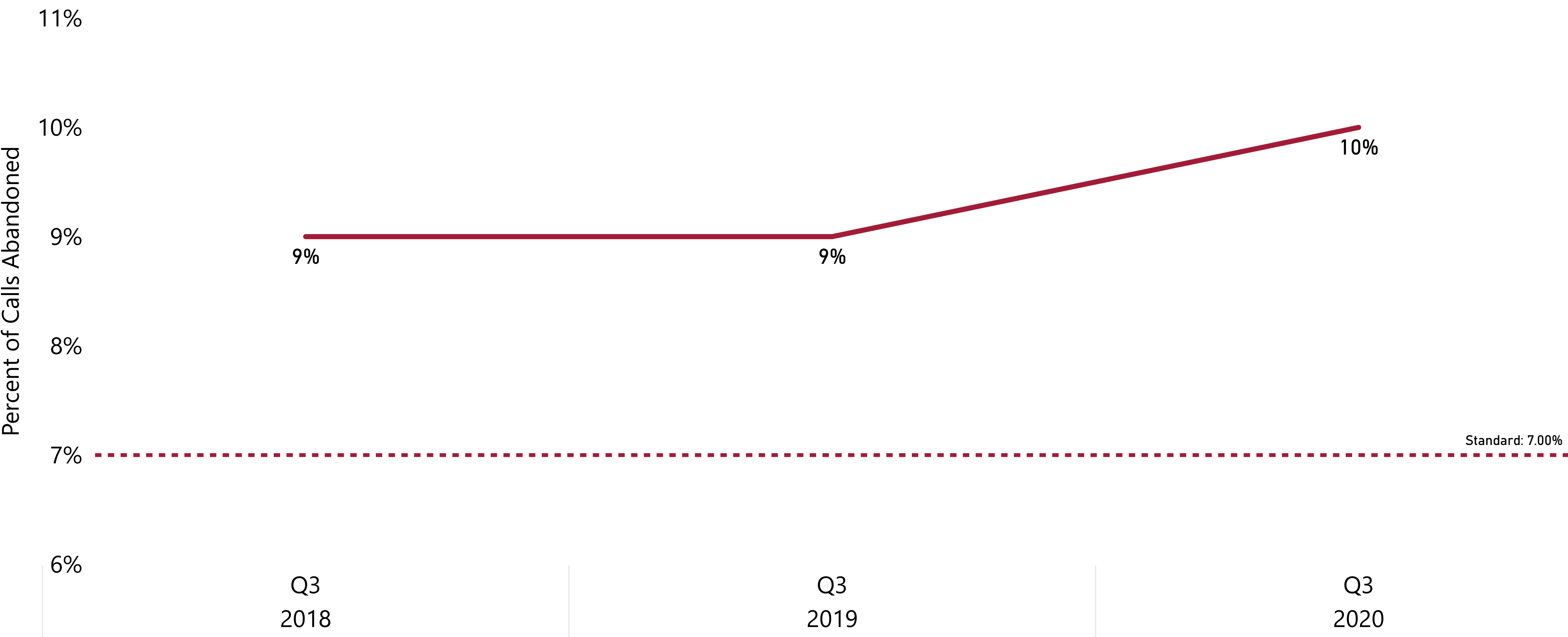
Chart 1.3A.1: Percent of Calls Abandoned at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

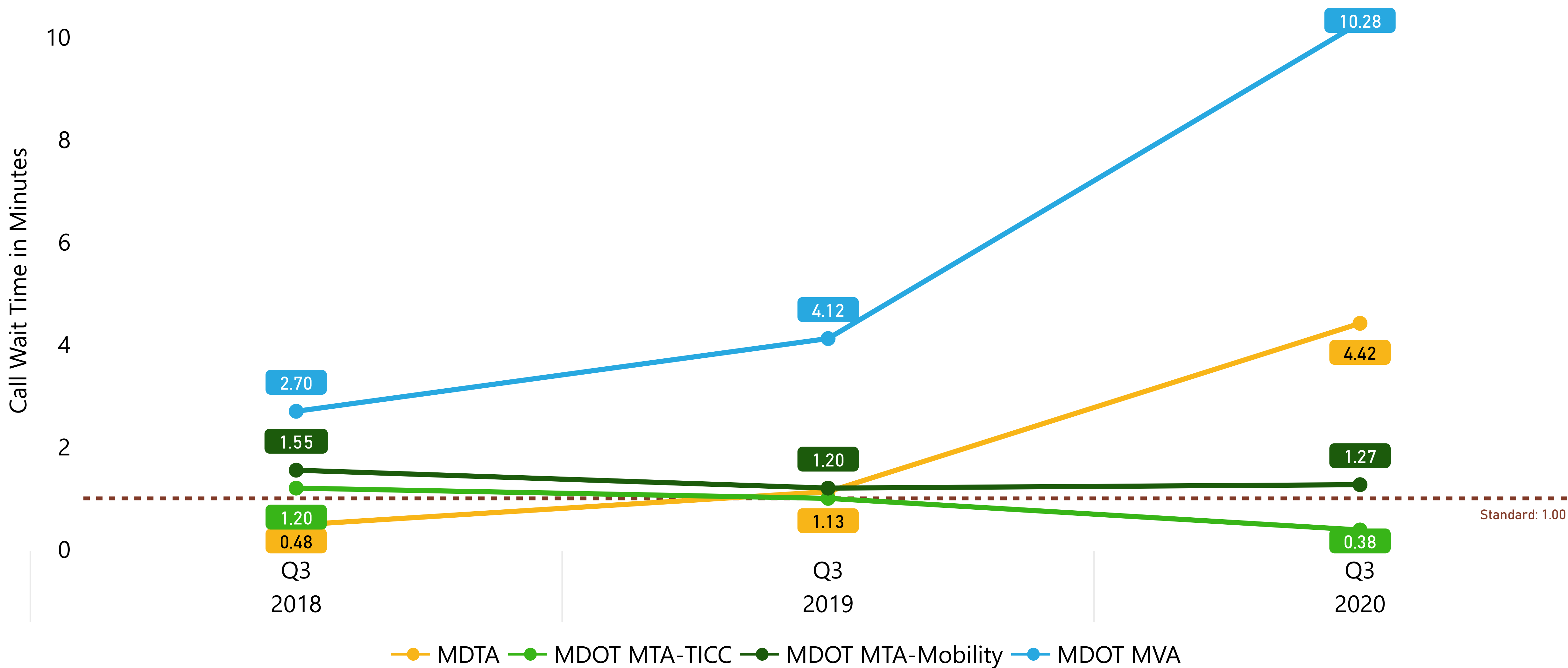
Chart 1.3A.2: Percent of Calls Abandoned at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

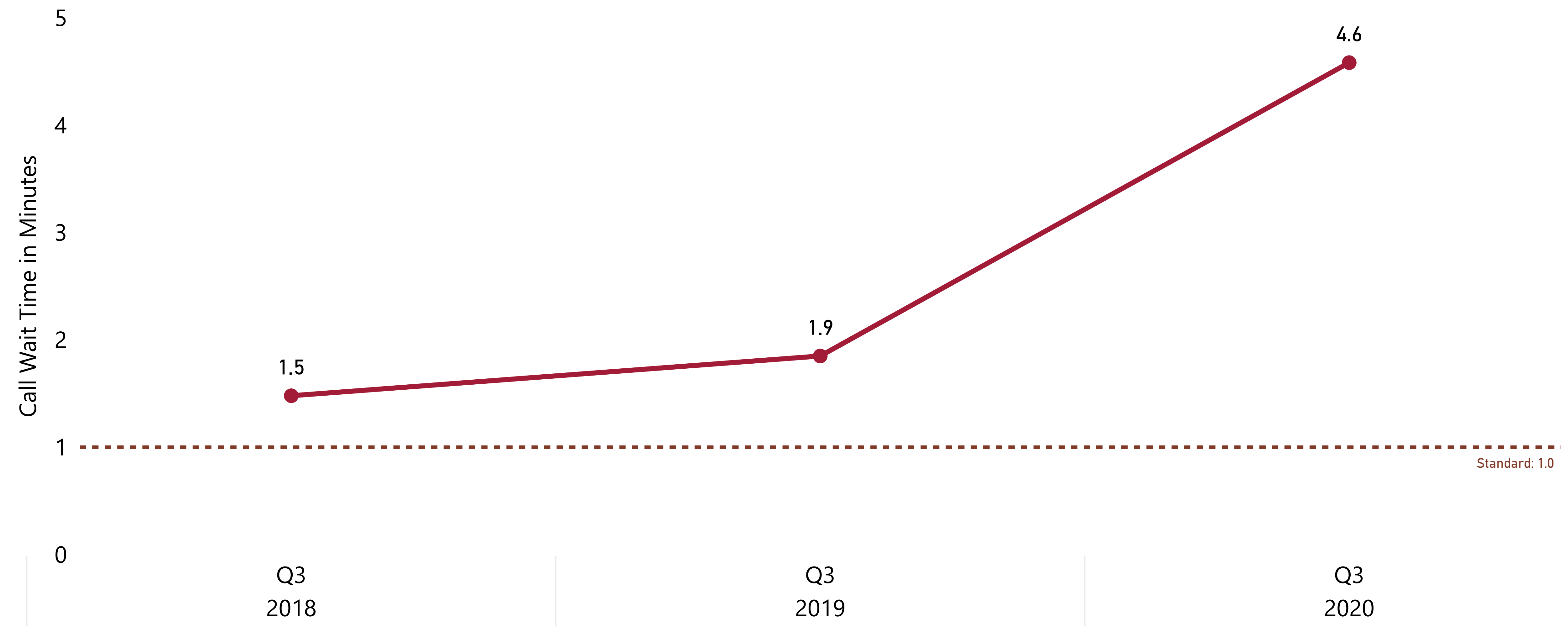
Chart 1.3B.1: Average Call Wait Times at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

Chart 1.3B.2: Average Call Wait Times at MDOT Call Centers







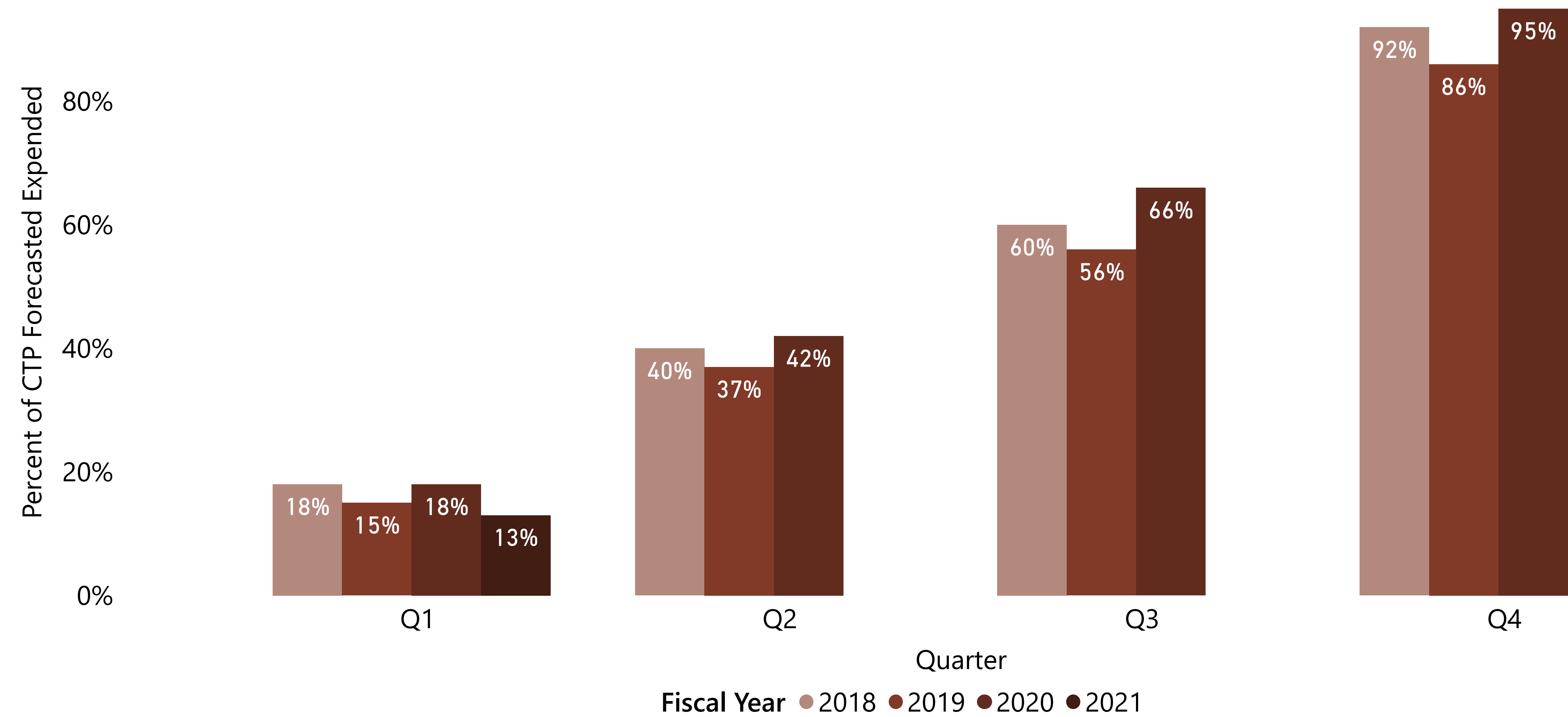
TANGIBLE RESULT #2

**USE RESOURCES WISELY**

TR#2: USE RESOURCES WISELY

PM#2.1: Percent of Capital Dollars Spent As Programmed

Chart 2.1.1: 4-Year Expenditure Rate Analysis (Federal & State)





TR#2: USE RESOURCES WISELY

PM#2.1: Percent of Capital Dollars Spent As Programmed

Chart 2.1.2: 4-Year Expenditure Rate by TBU (State/Federal/Toll)

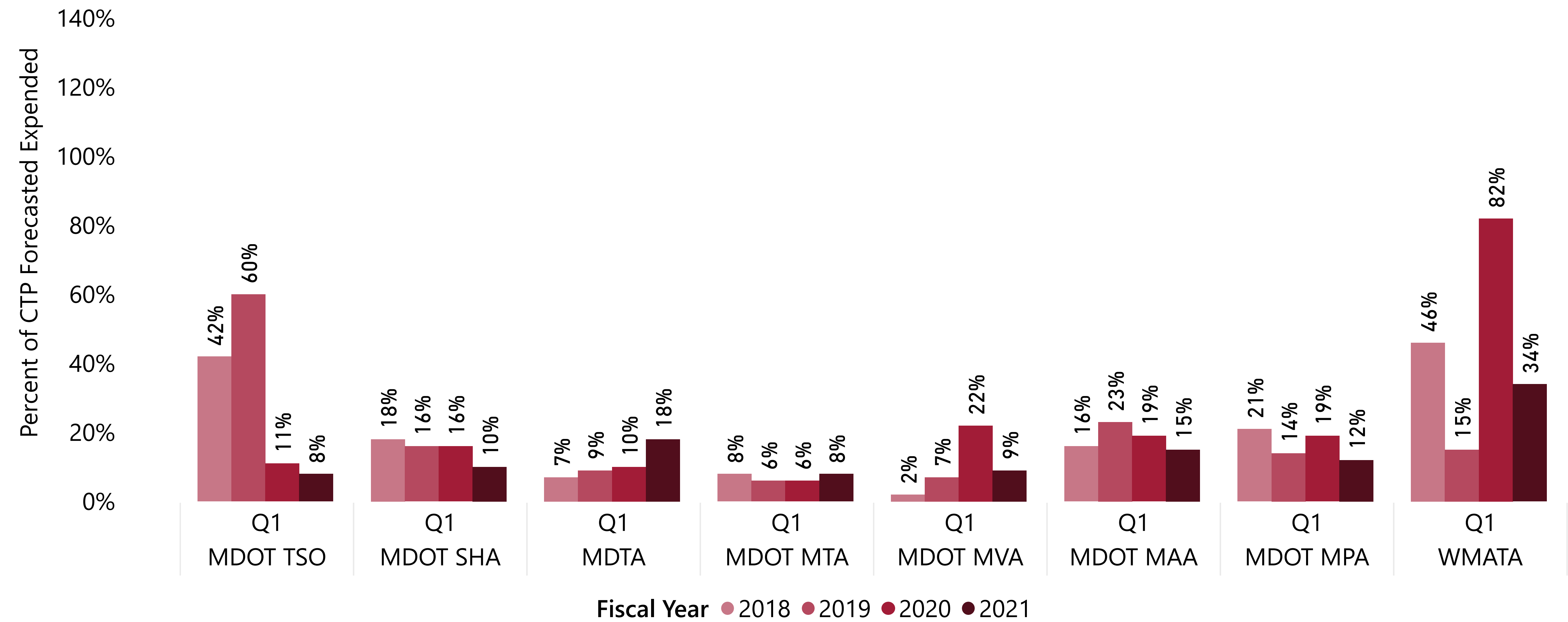


Chart 2.4.3: Vacancy Rate

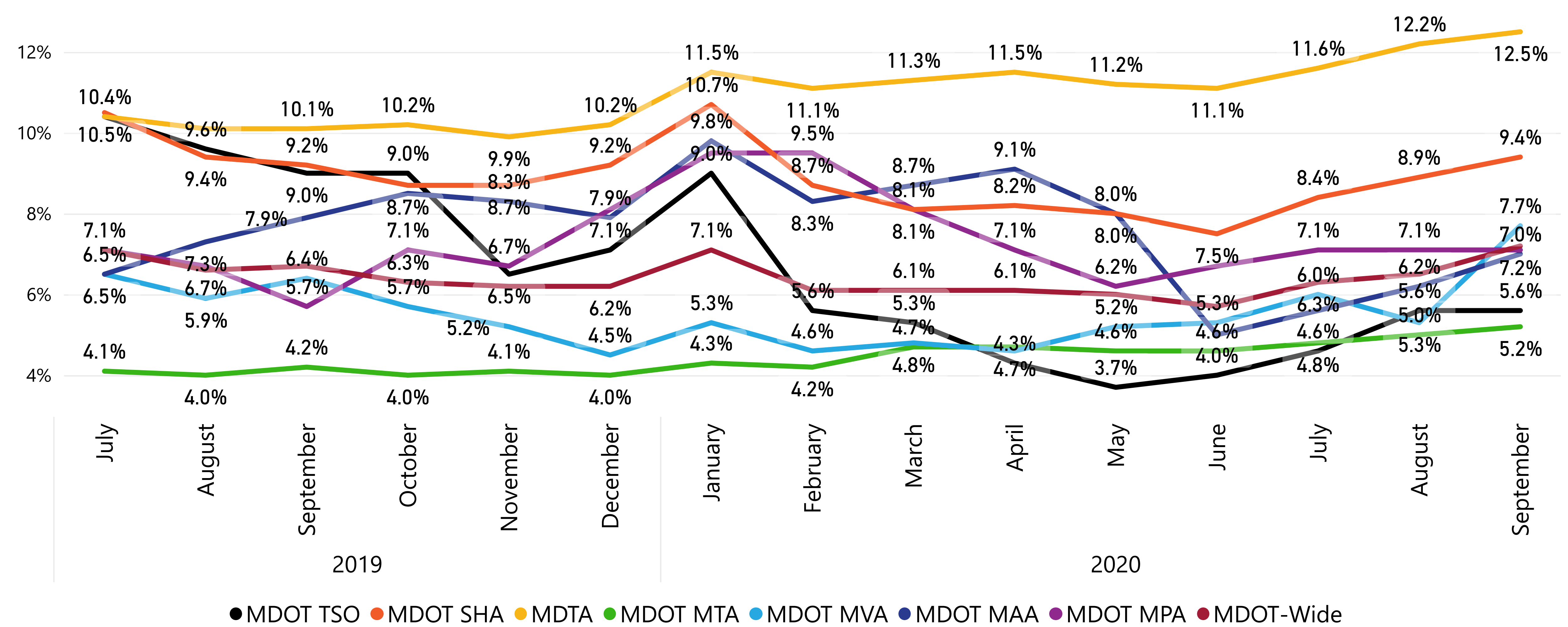


Chart 2.6E.1: MDOT Fleet Vehicle On-Time Preventive Maintenance

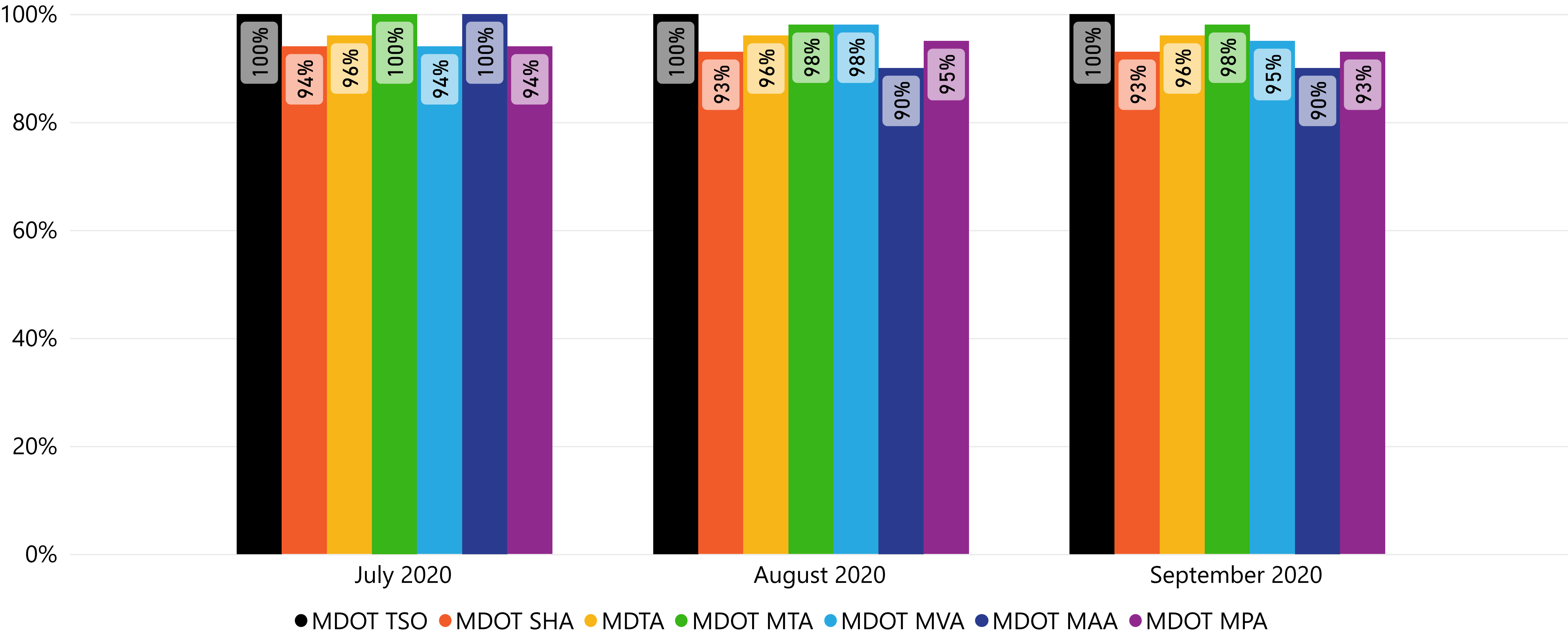


Chart 2.8.1: Number of Internal Audit Findings by TBU

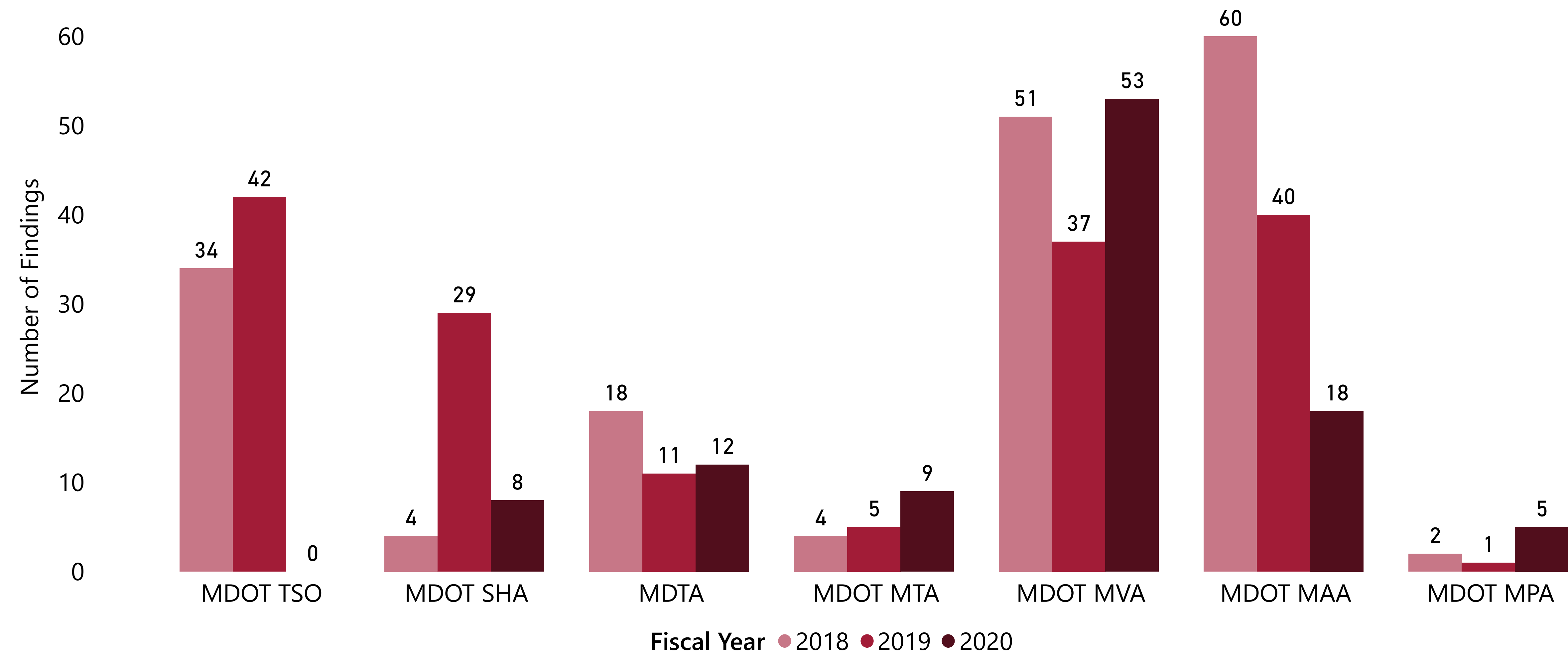
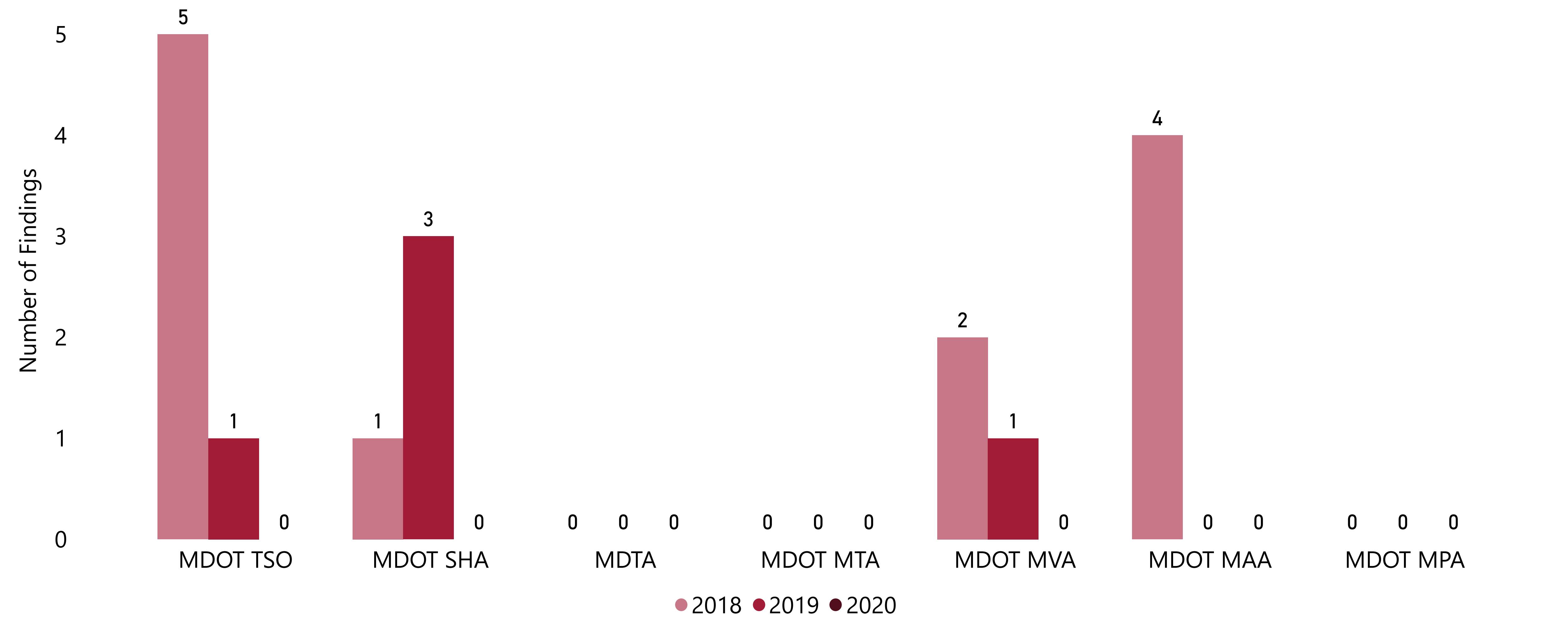


Chart 2.8.2: Number of Repeat Internal Audit Findings by TBU







TANGIBLE RESULT #3

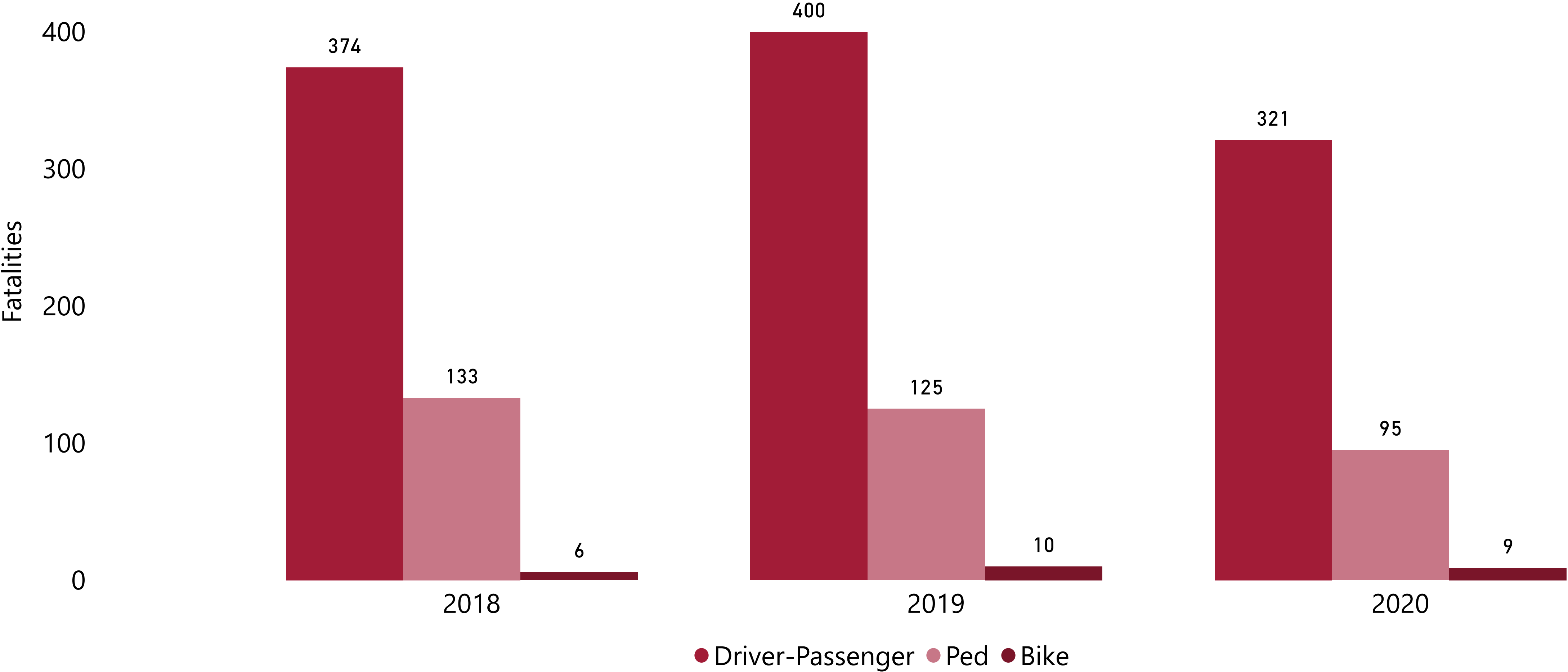
**PROVIDE A SAFE AND  
SECURE TRANSPORTATION  
INFRASTRUCTURE**



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.2: Number of Traffic Related Fatalities on All Roads

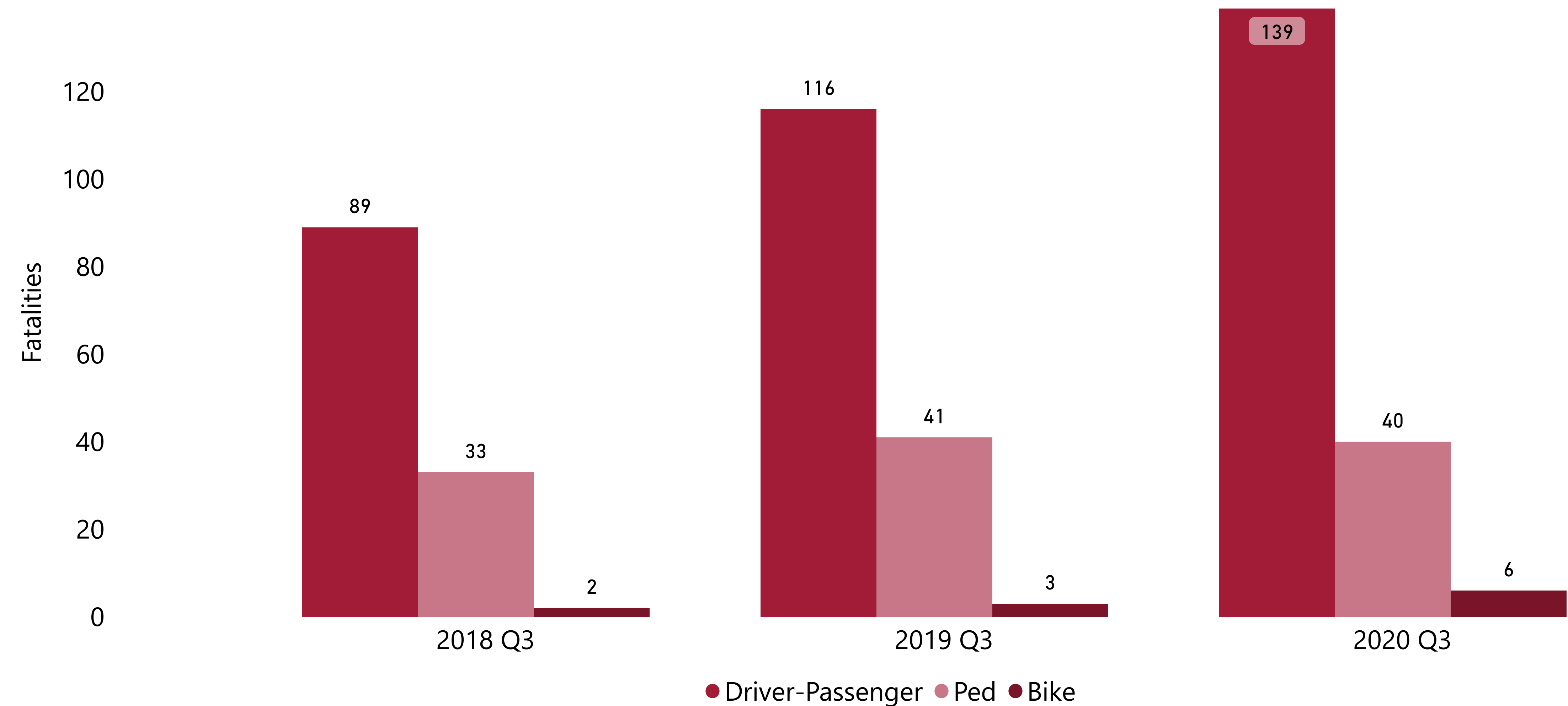
Chart 3.2.1: Annual Comparison of All Fatalities (YTD)



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.2: Number of Traffic Related Fatalities on All Roads

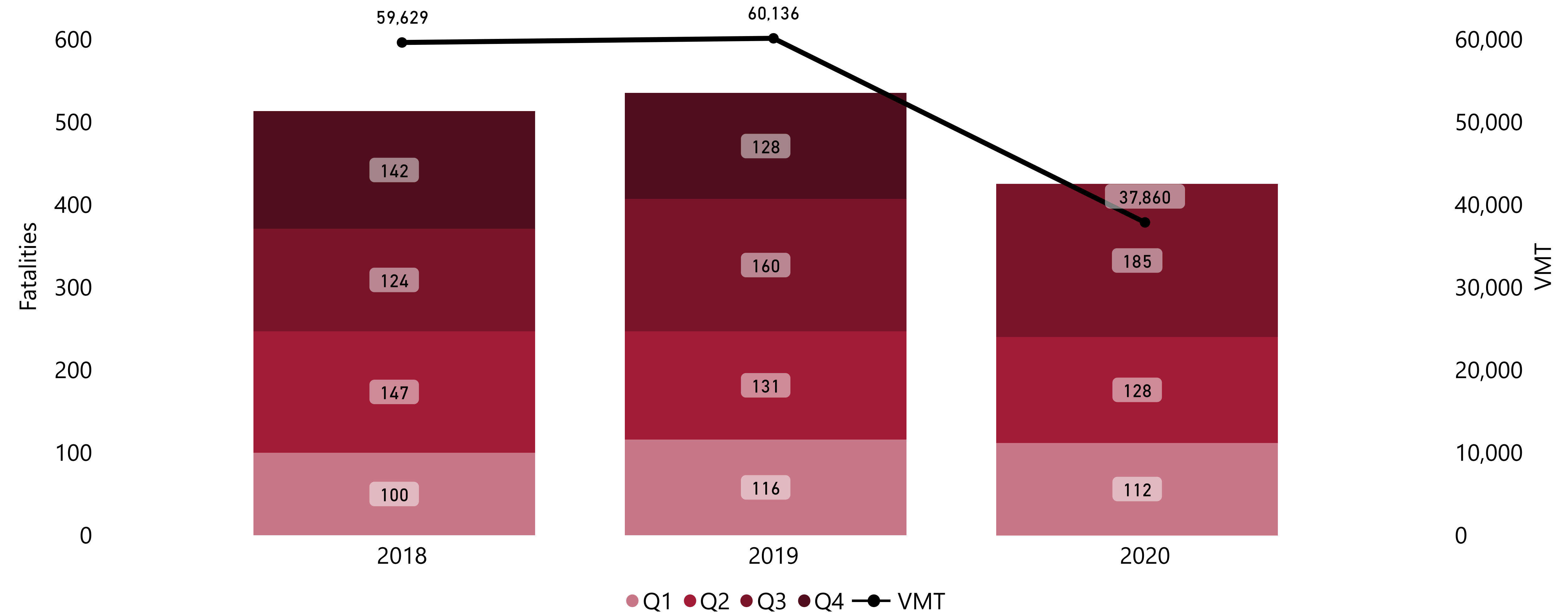
Chart 3.2.2: Comparison of Fatalities for Q3



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.2: Number of Traffic Related Fatalities on All Roads

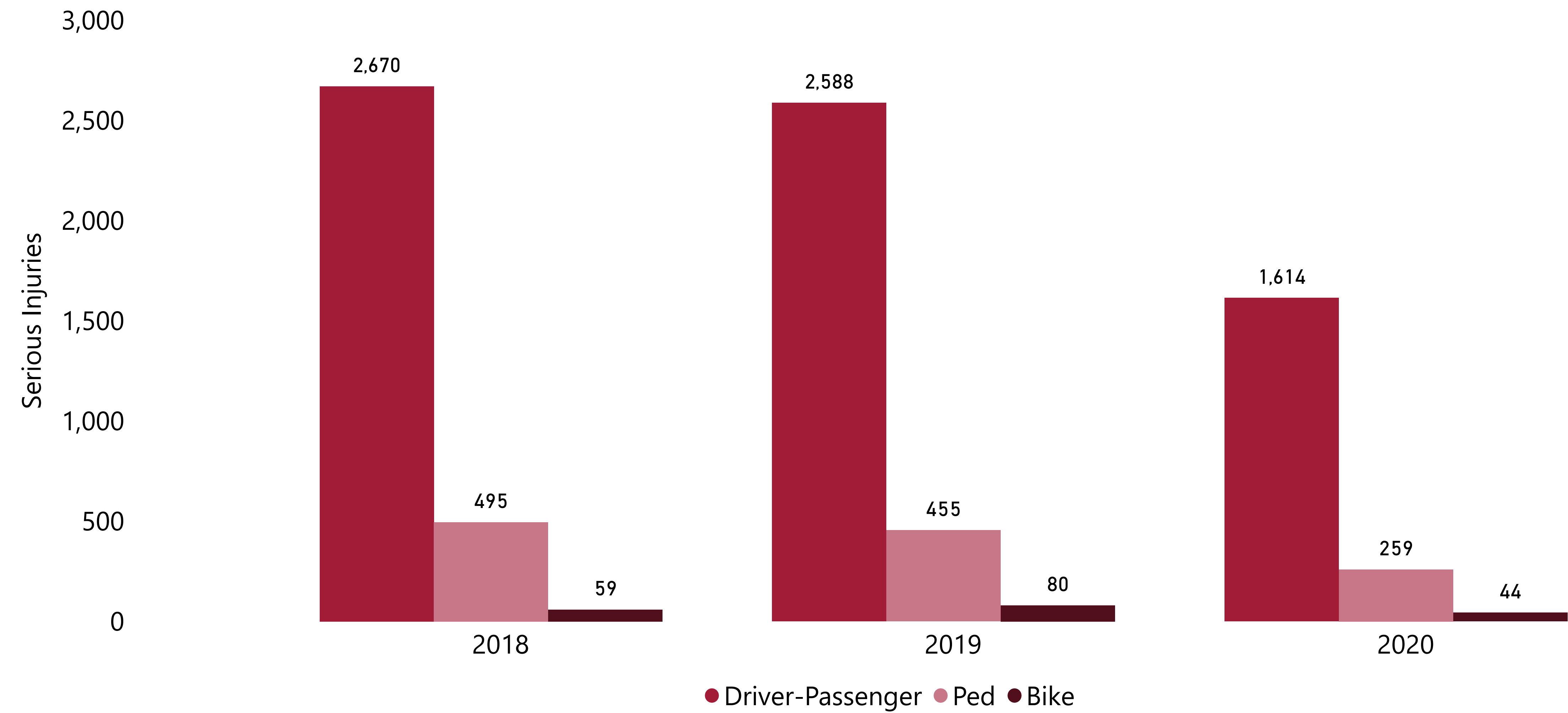
Chart 3.2.3: Annual Comparison of All Fatalities



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.4: Number of Traffic Related Serious Injuries on All Roads

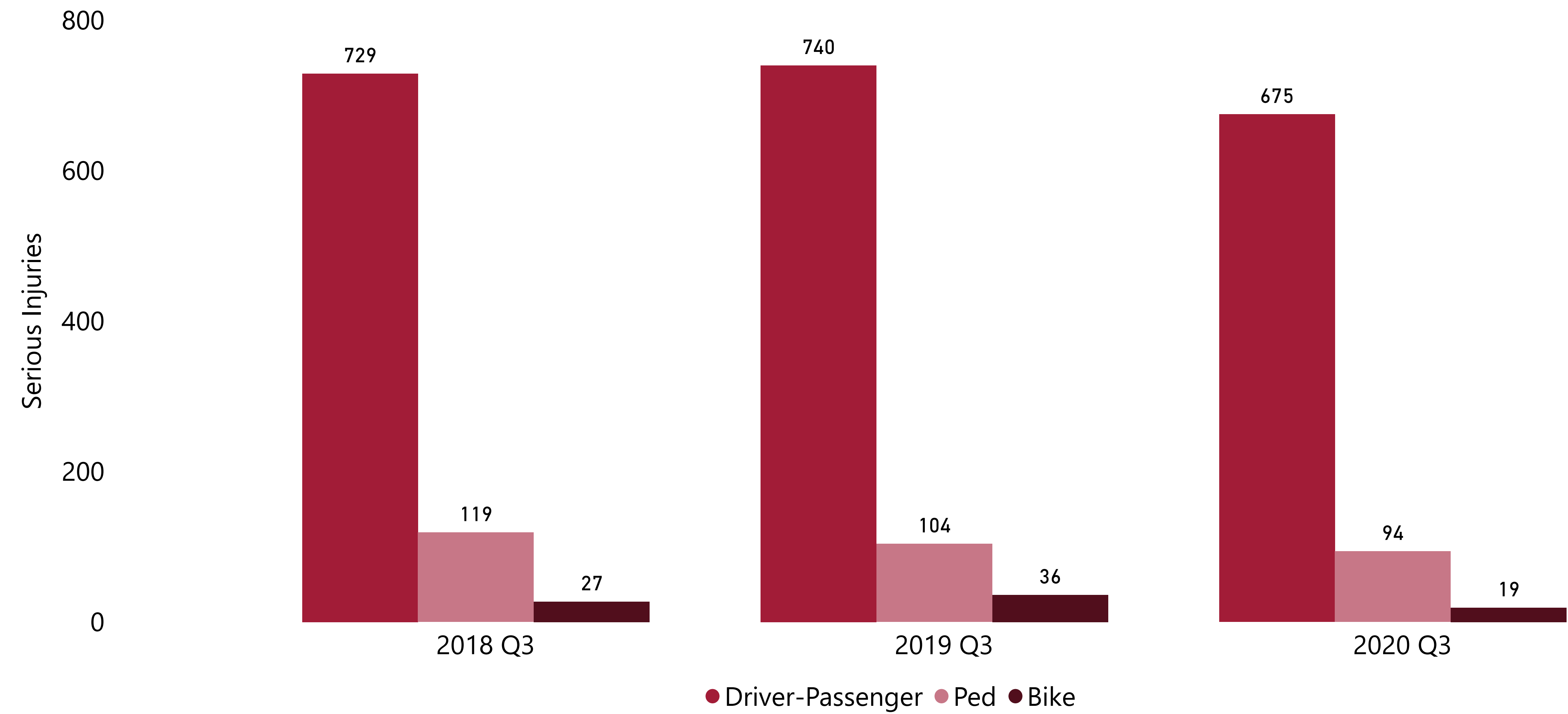
Chart 3.4.1: Annual Comparison of All Serious Injuries (YTD)



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

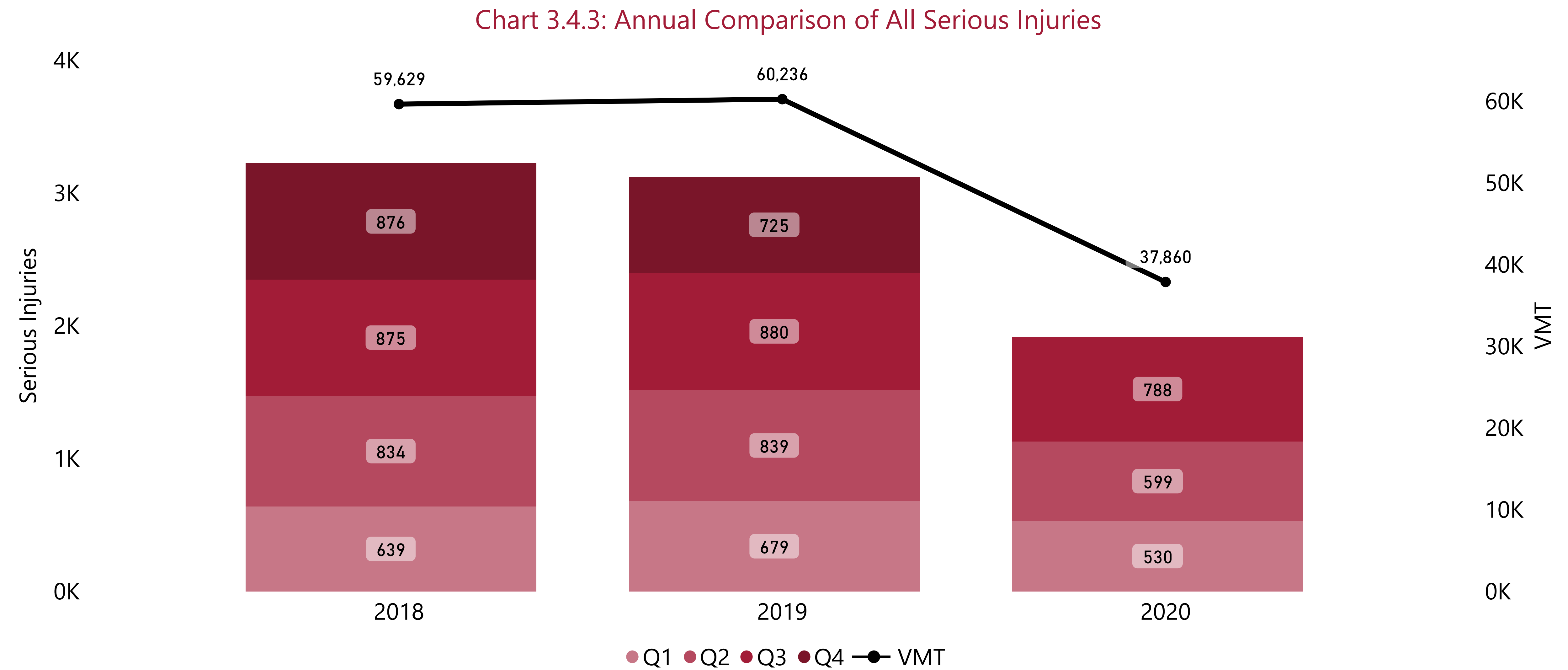
PM#3.4: Number of Traffic Related Serious Injuries on All Roads

Chart 3.4.2: Comparison of Serious Injuries for Q3



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

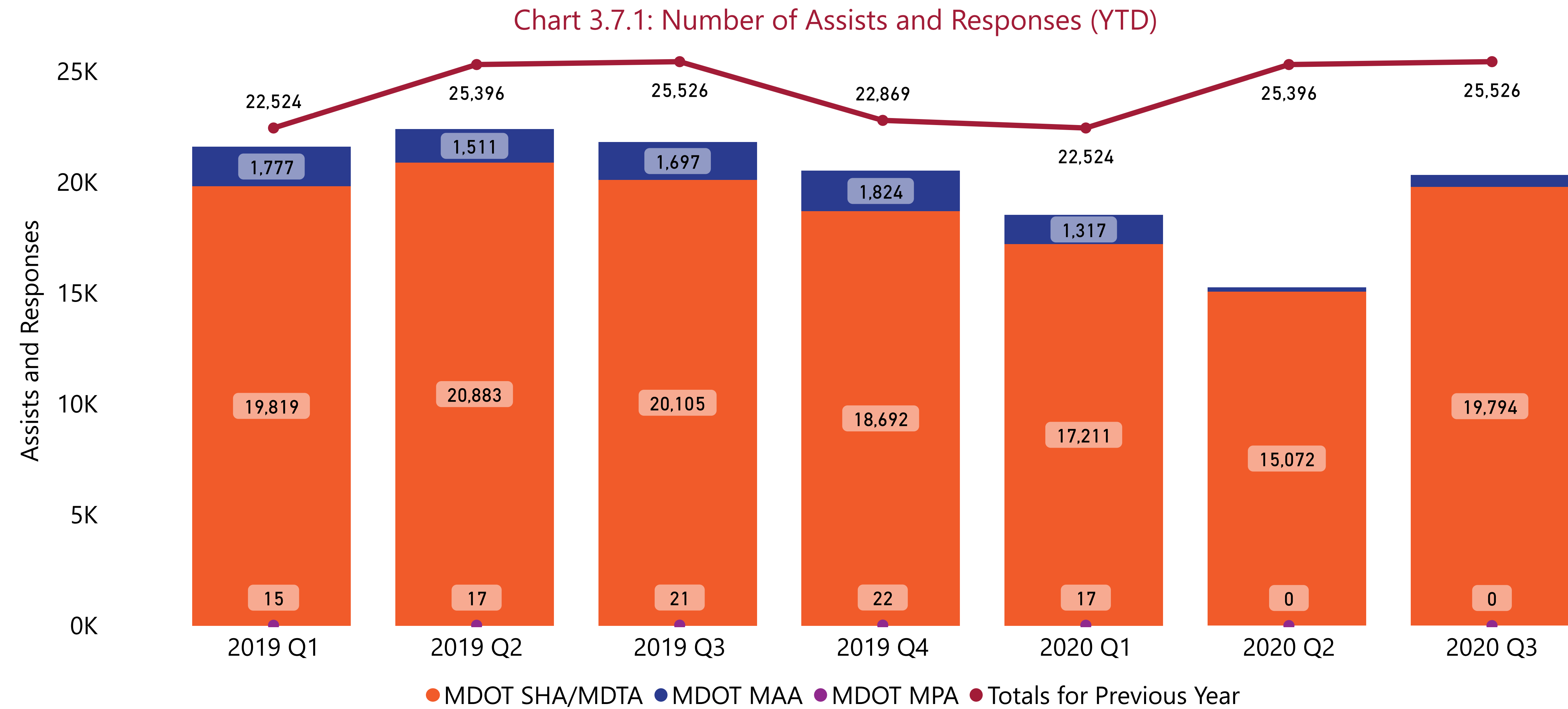
PM#3.4: Number of Traffic Related Serious Injuries on All Roads





TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.7: Travelers Assisted by MDOT



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.7: Travelers Assisted by MDOT

Chart 3.7.2: Number of Assists and Responses

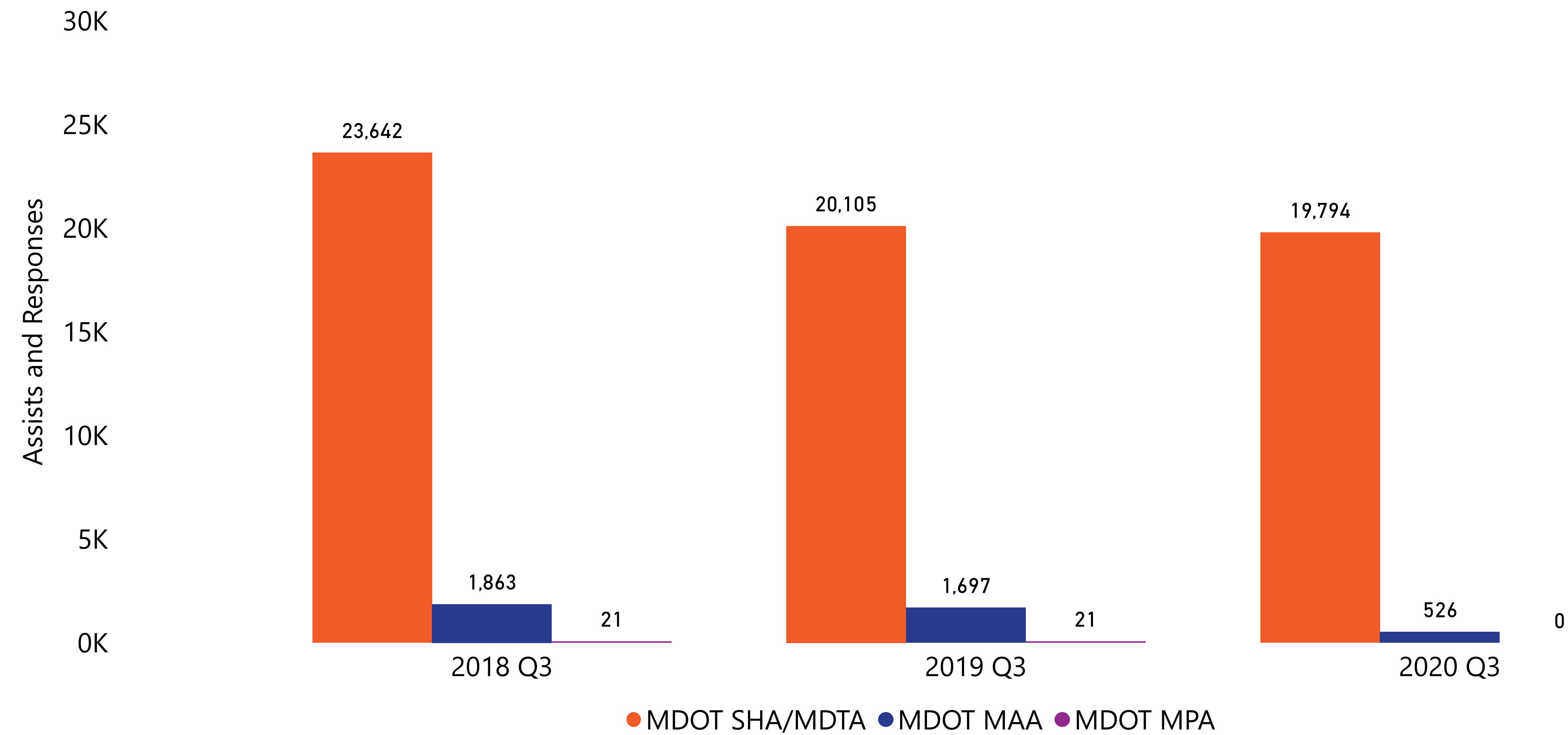
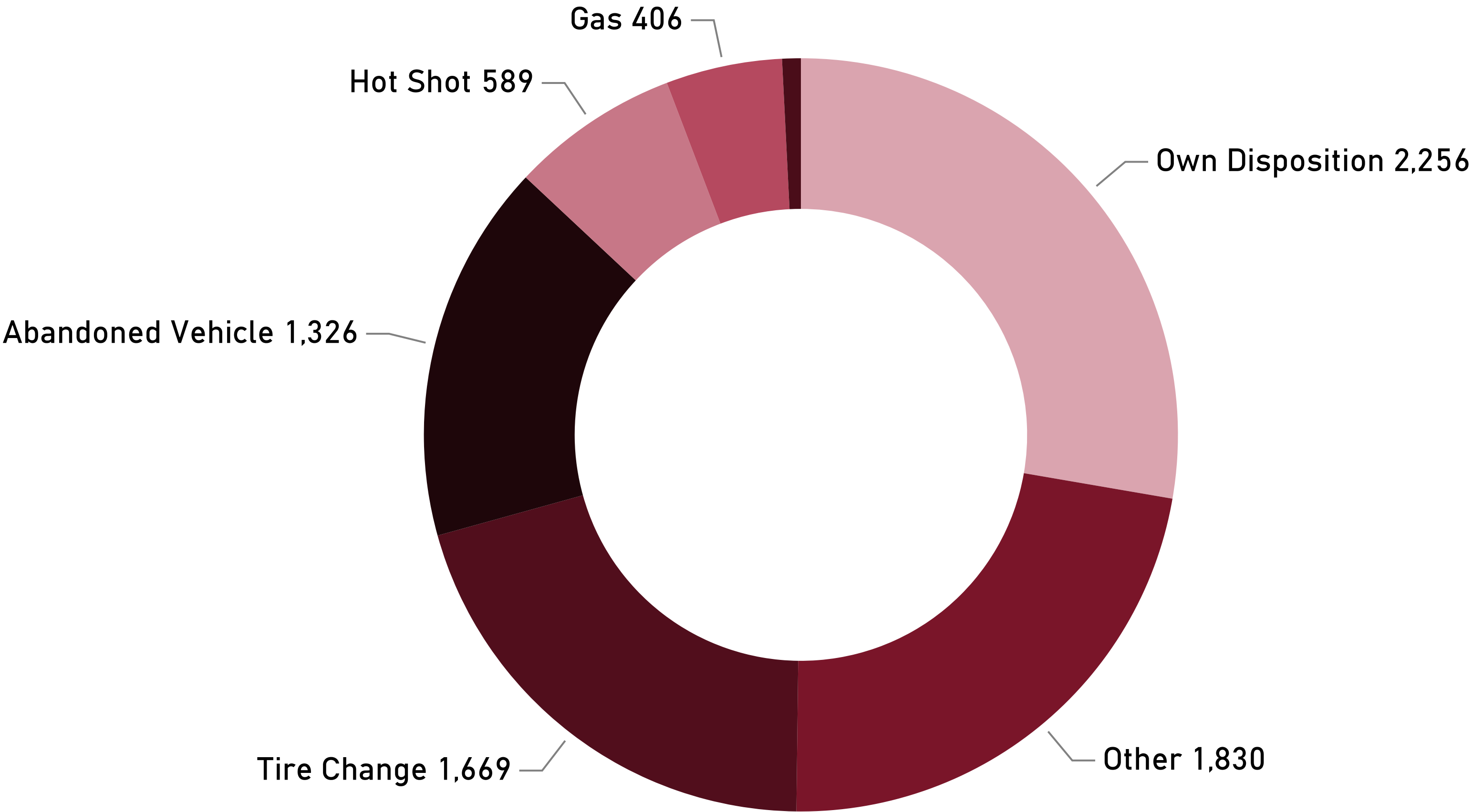


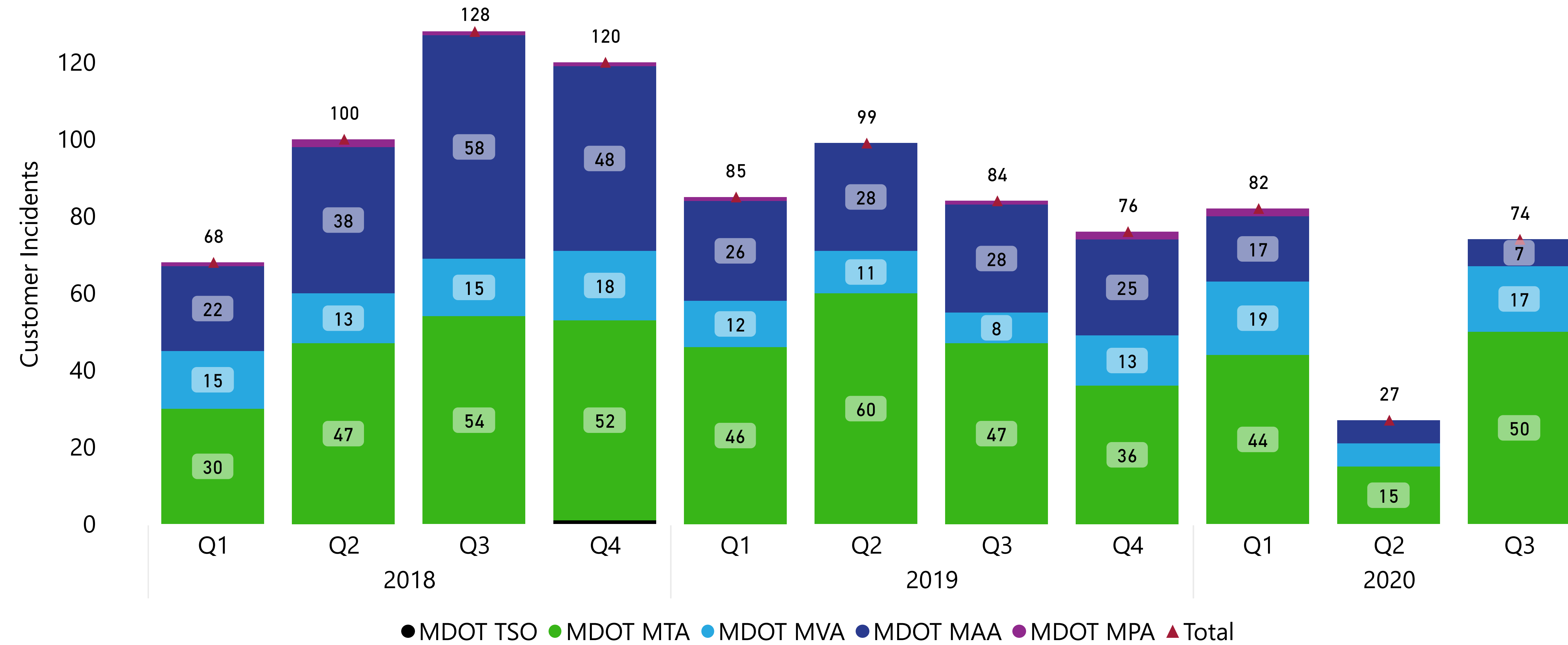
Chart 3.7.3: Roadway Assists by Type for Q3 2020



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.10: Number of Customer Incidents at MDOT Facilities

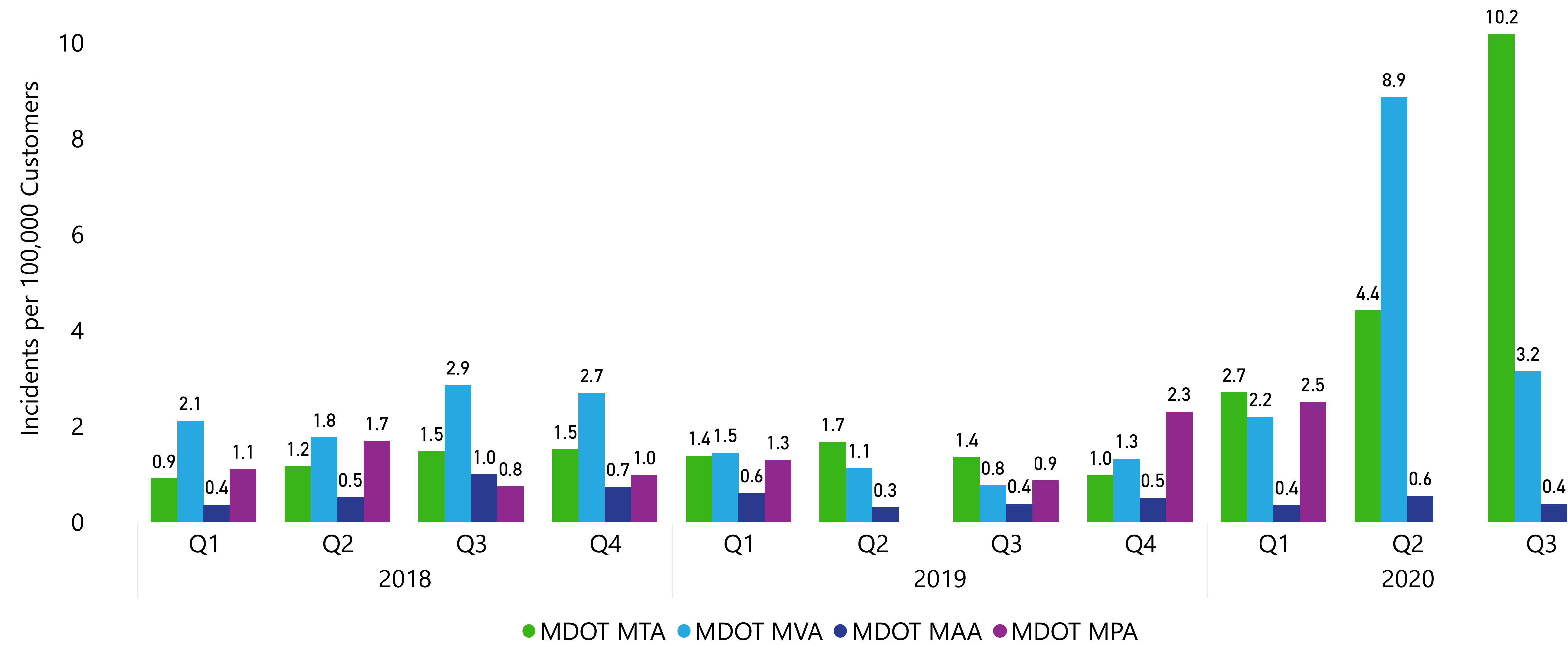
Chart 3.10.1: Number of Customer Incidents at MDOT Facilities



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

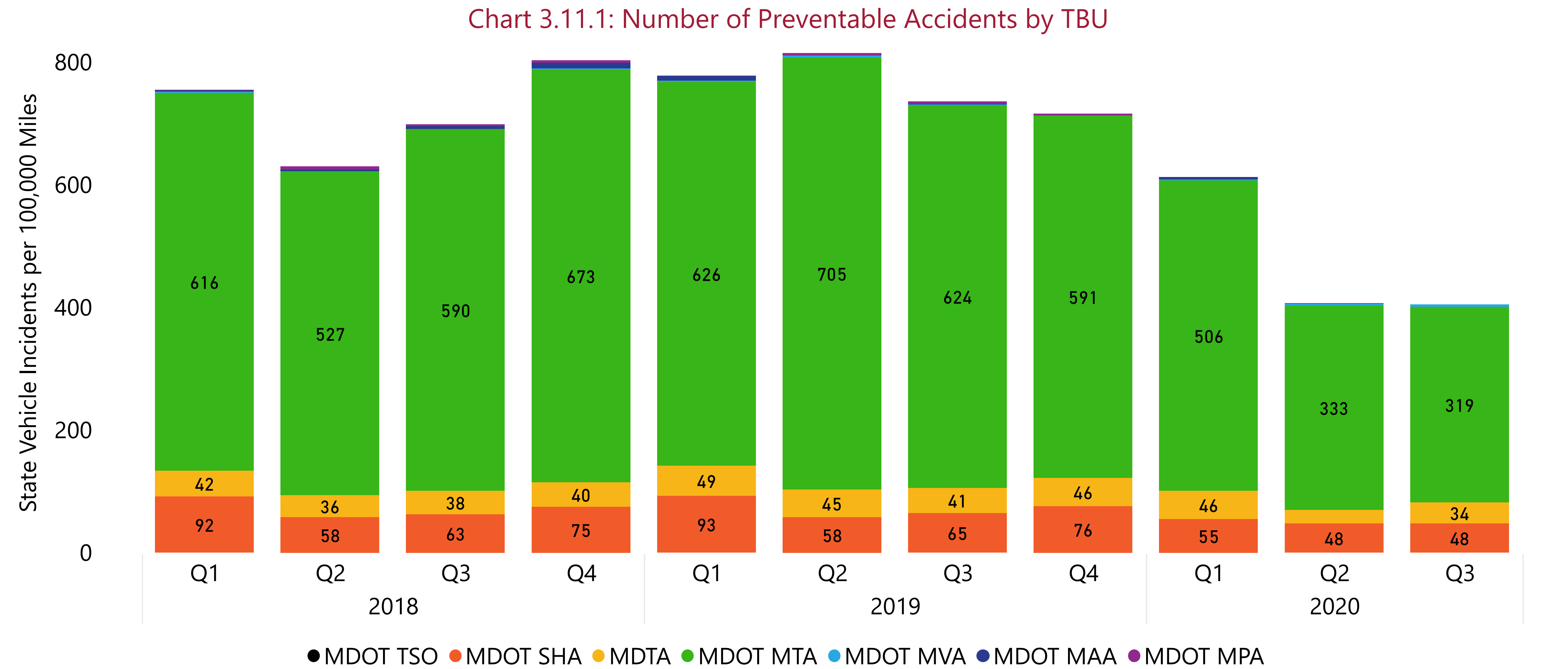
PM#3.10: Number of Customer Incidents at MDOT Facilities

Chart 3.10.2: Number of Incidents per 100,000 Customers



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.11: Preventable and Non-Preventable Accidents by TBU

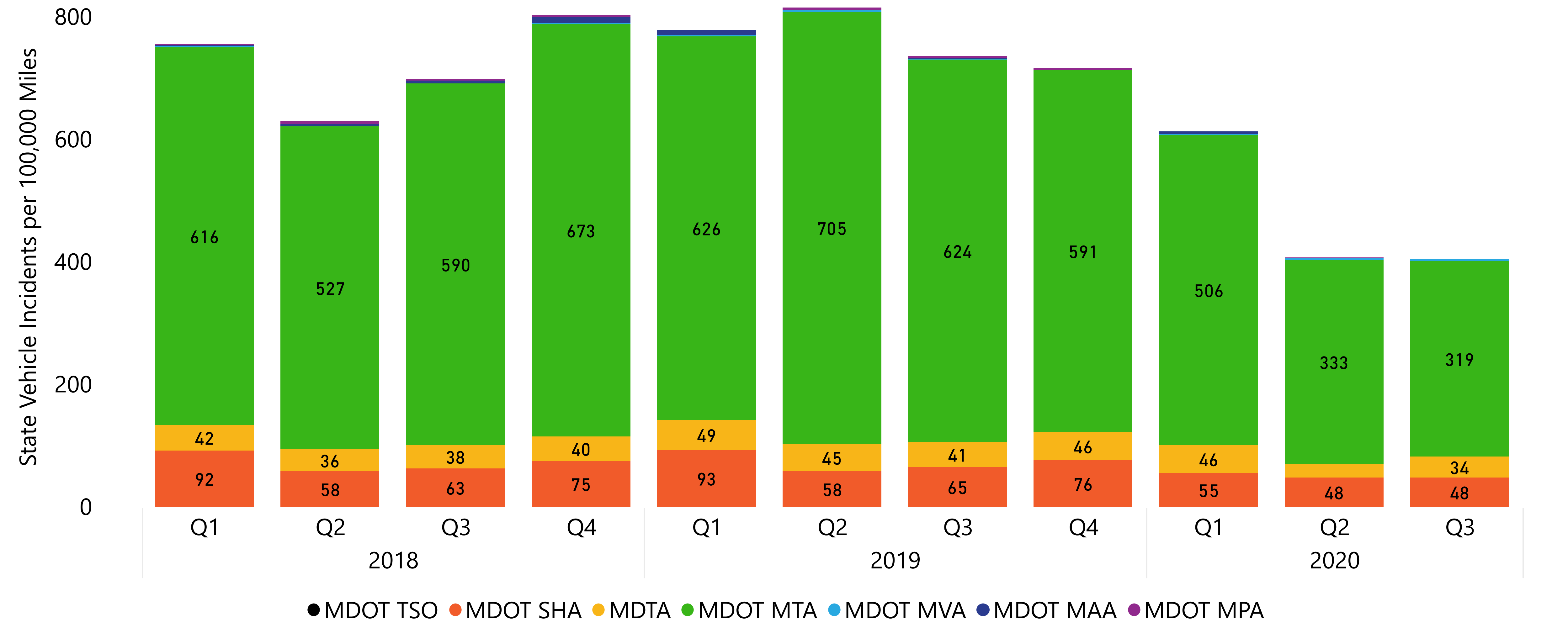




TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

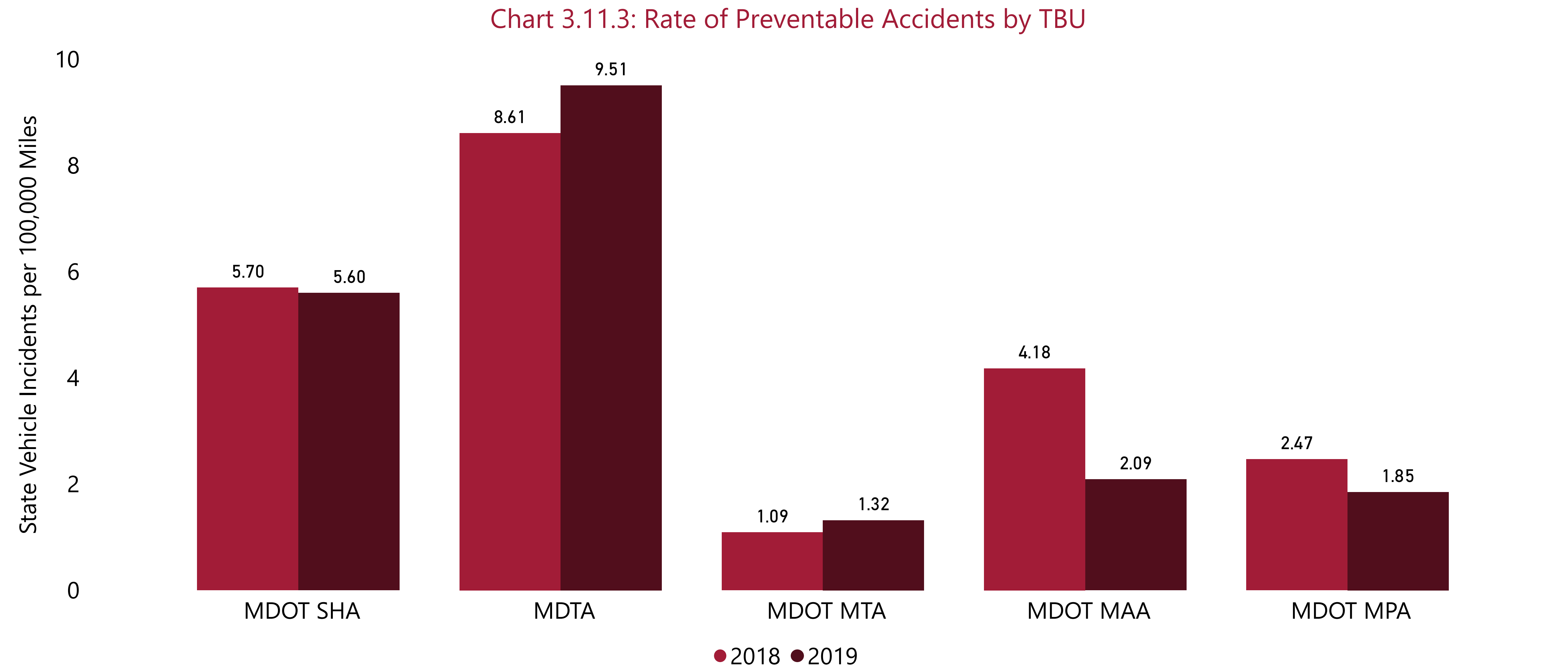
PM#3.11: Preventable and Non-Preventable Accidents by TBU

Chart 3.11.2: Number of Non-Preventable Accidents by TBU



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

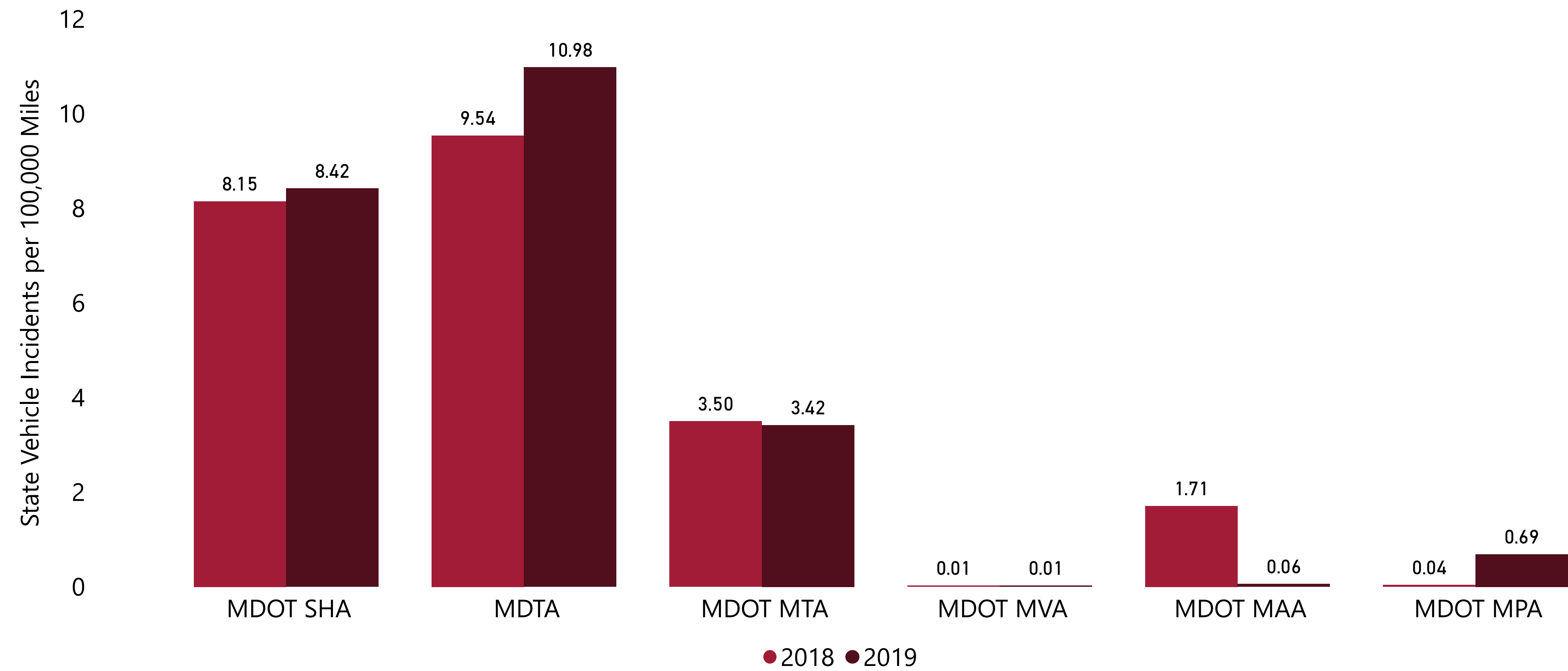
PM#3.11: Preventable and Non-Preventable Accidents by TBU



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.11: Preventable and Non-Preventable Accidents by TBU

Chart 3.11.4: Rate of Non-Preventable Accidents by TBU



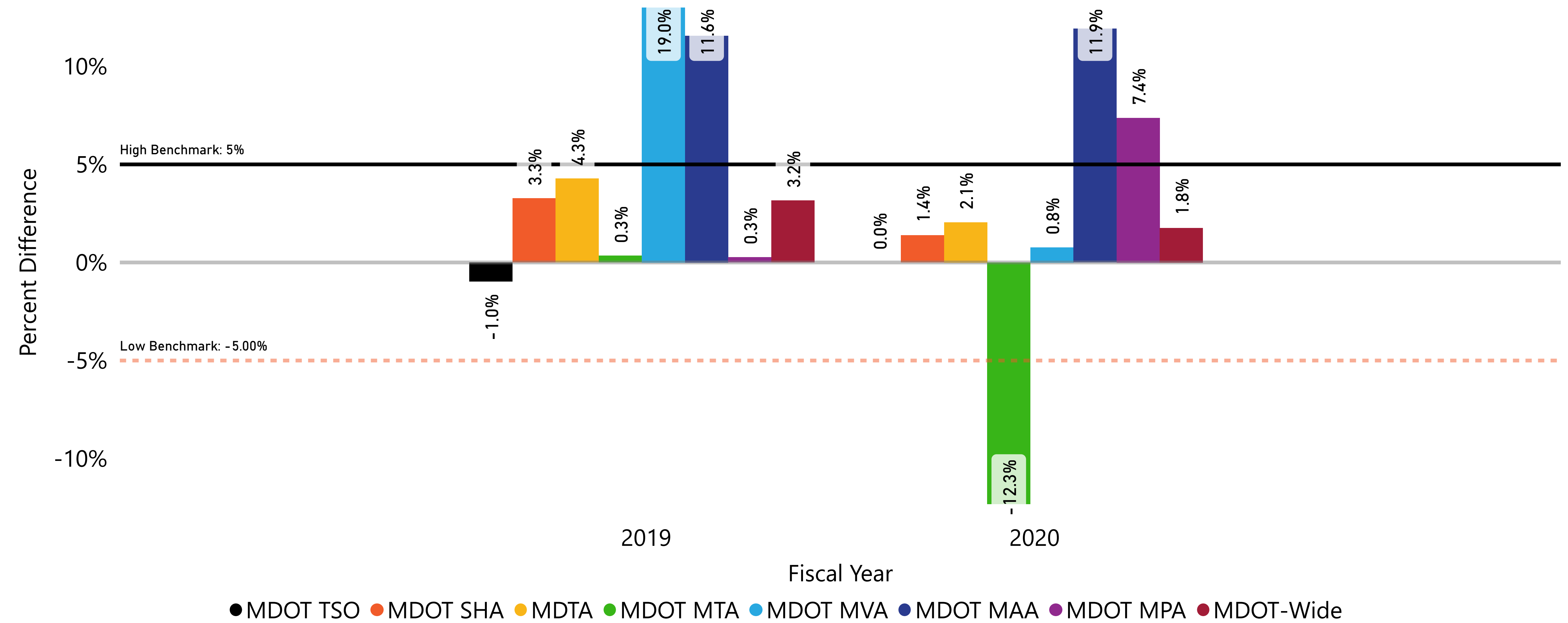


TANGIBLE RESULT #4

# **DELIVER TRANSPORTATION SOLUTIONS AND SERVICES OF GREAT VALUE**

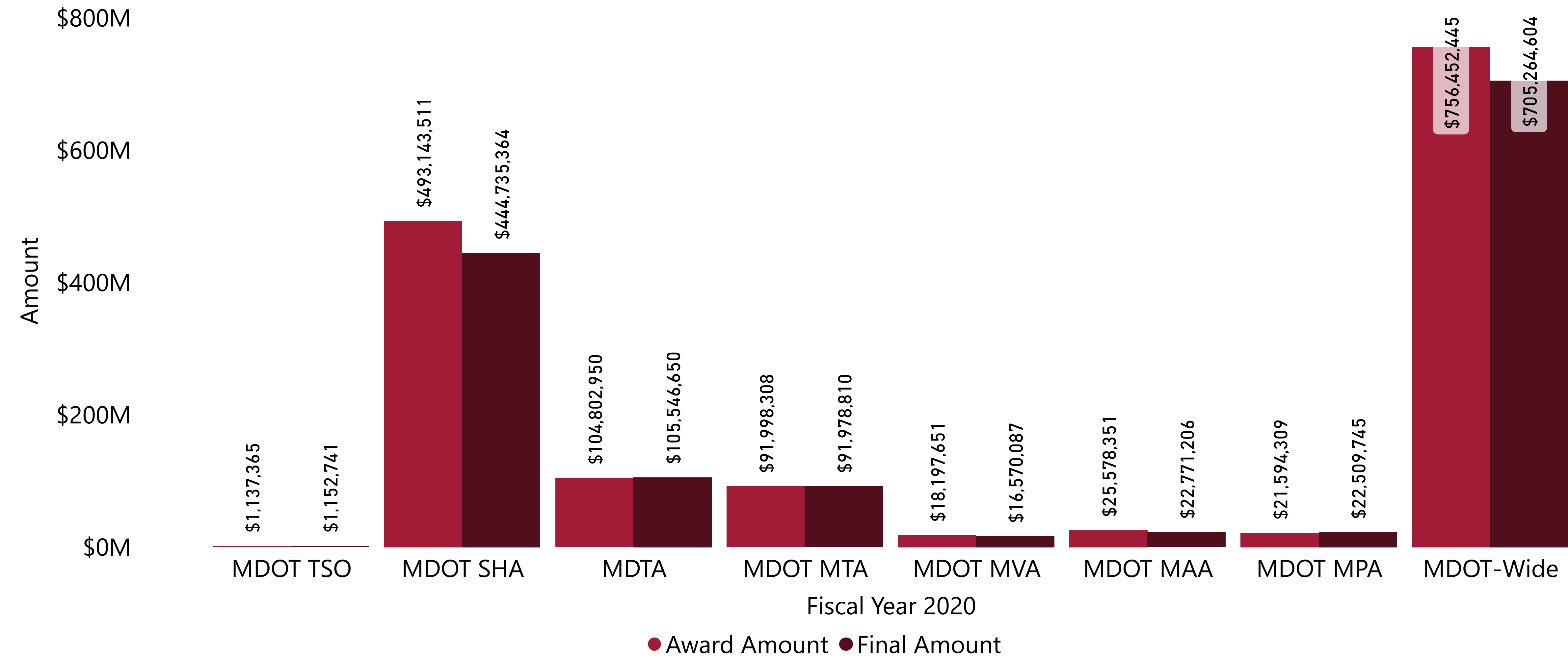
PM#4.1: Percent of Estimated Budget As Compared to Final Project Award

Chart 4.1.1: Percent of Estimated Project Budget as Compared to Final Project Award



PM#4.2: Percent of Change for Finalized Contracts

Chart 4.2.1: Budget vs Finalized Contract Amount





PM#4.2: Percent of Change for Finalized Contracts

Chart 4.2.2: Percent Change for Finalized Contracts by TBU

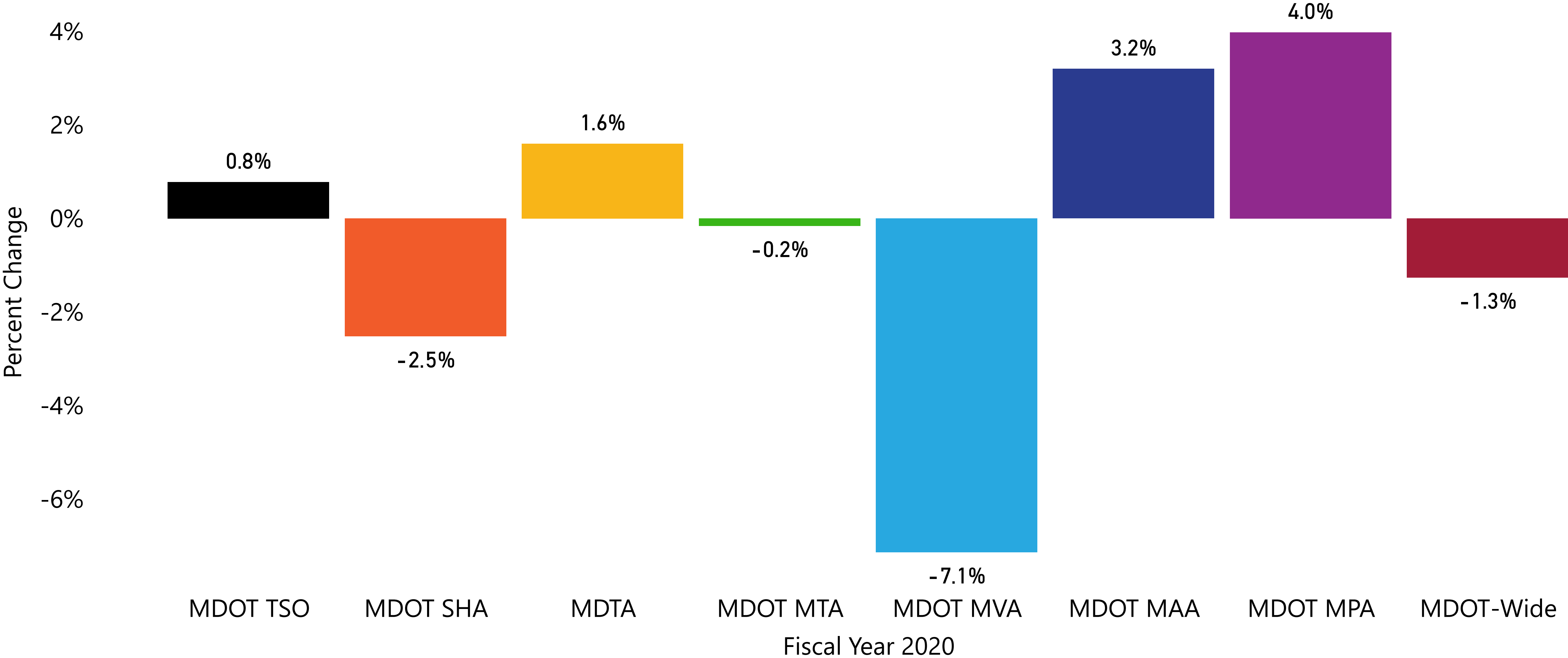


Chart 4.3.1: Percent of Projects Completed by Original Contract Date

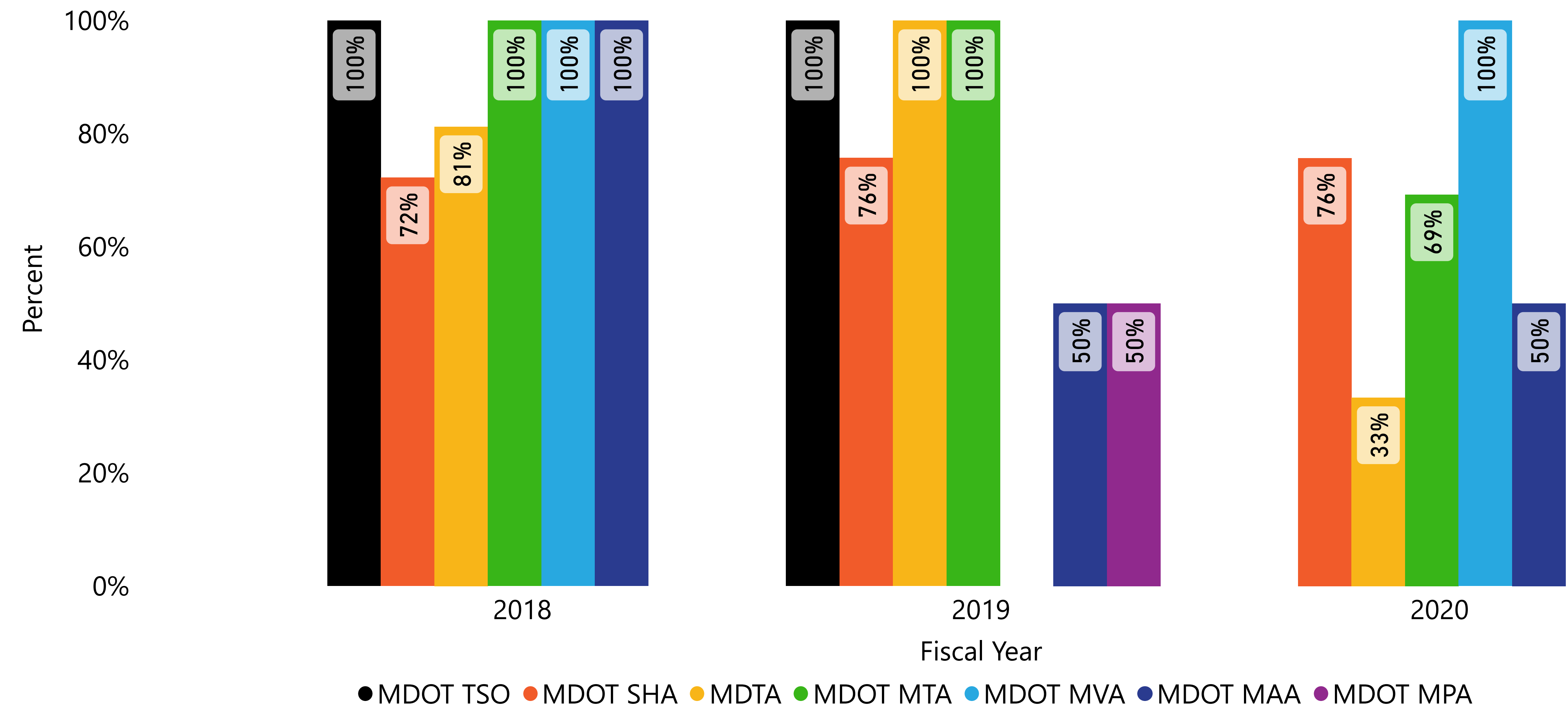
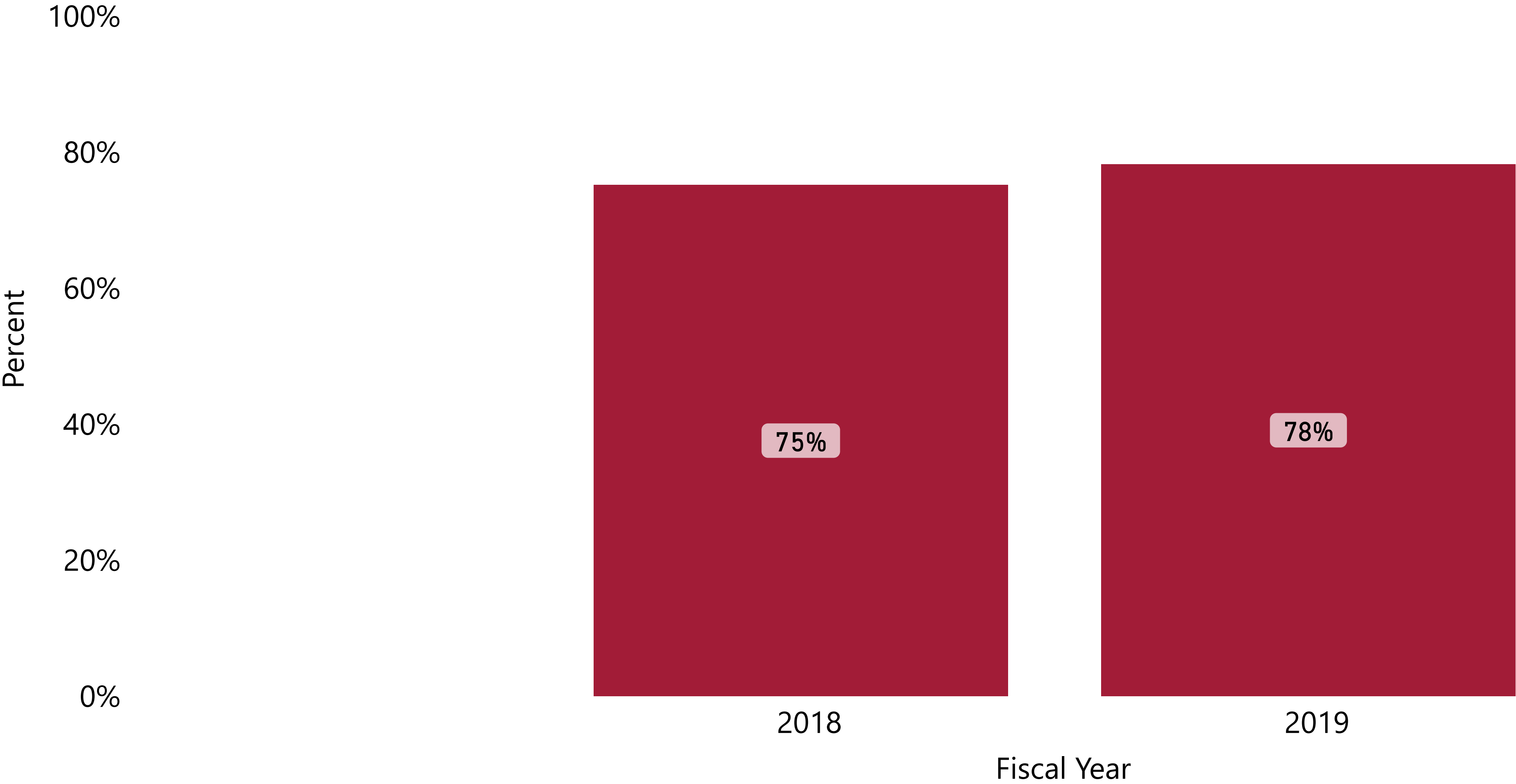


Chart 4.3.2: Percent of Projects Completed by Original Contract Date MDOT-Wide





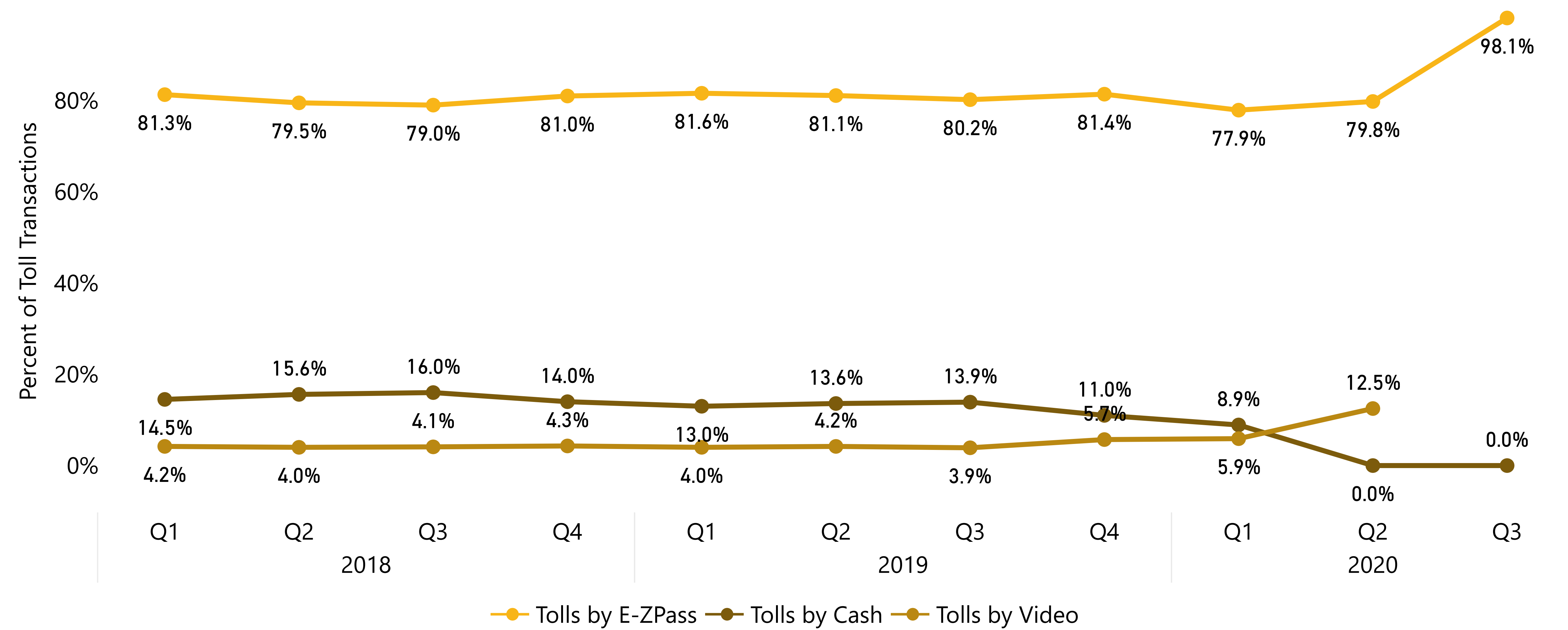
TANGIBLE RESULT #5

**PROVIDE AN EFFICIENT,  
WELL-CONNECTED  
TRANSPORTATION EXPERIENCE**

TR#5: PROVIDE AN EFFICIENT, WELL-CONNECTED TRANSPORTATION EXPERIENCE

PM#5.1: Reliability of the Transportation Experience

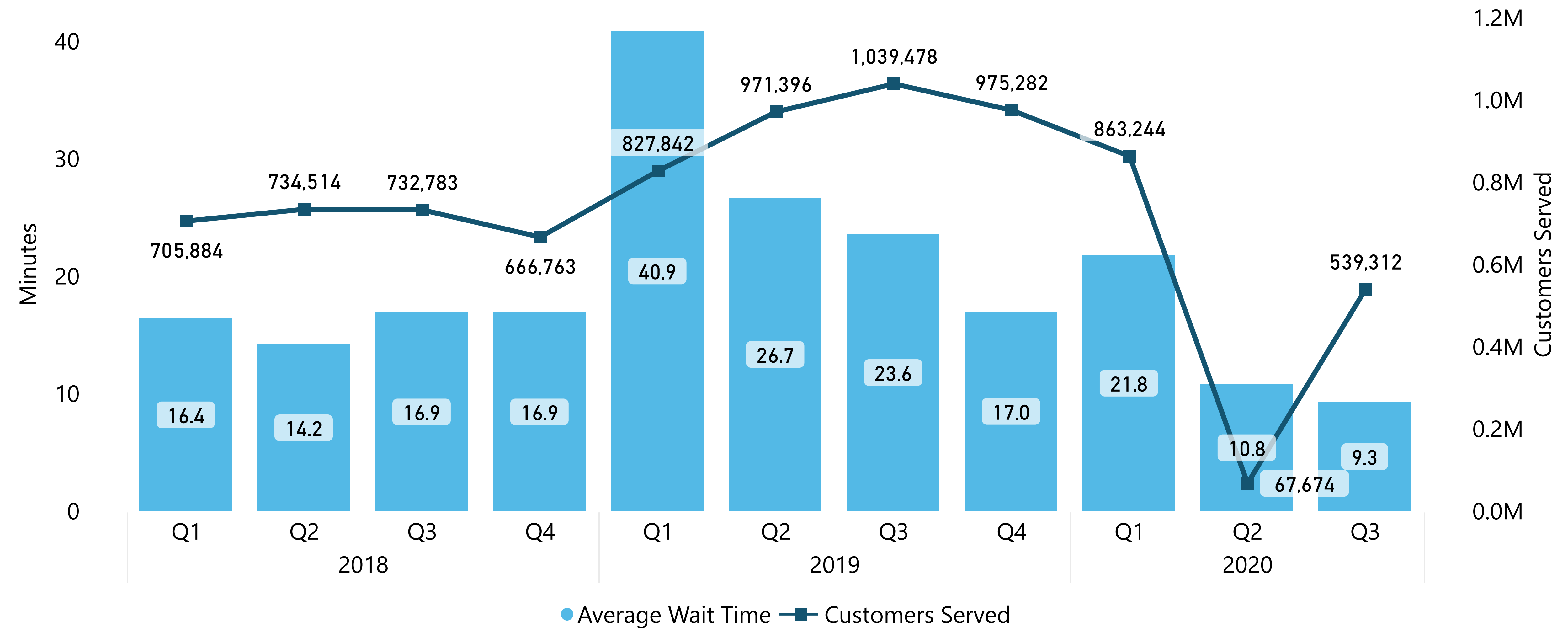
Chart 5.1A.1: Percent of Toll Transactions by Payment Channel for All Mixed Facilities





PM#5.1: Reliability of the Transportation Experience

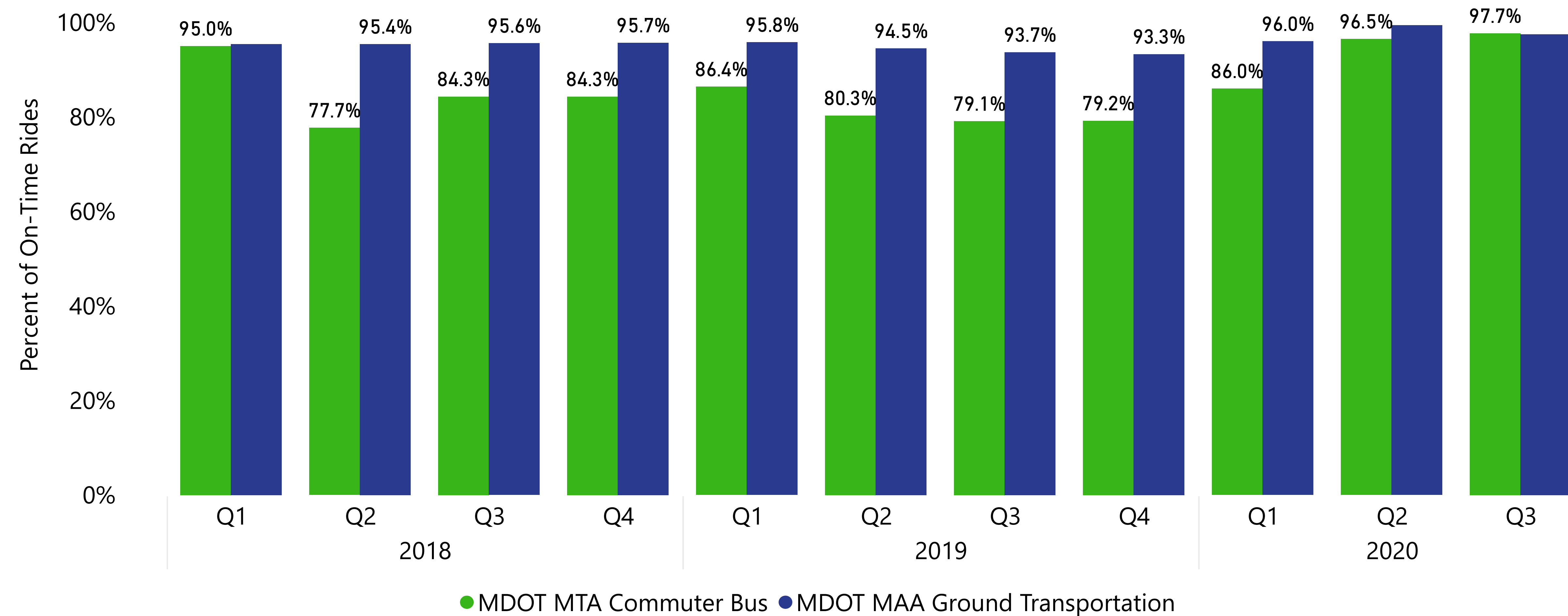
Chart 5.1C.1: Average Wait Time at MDOT MVA Branches





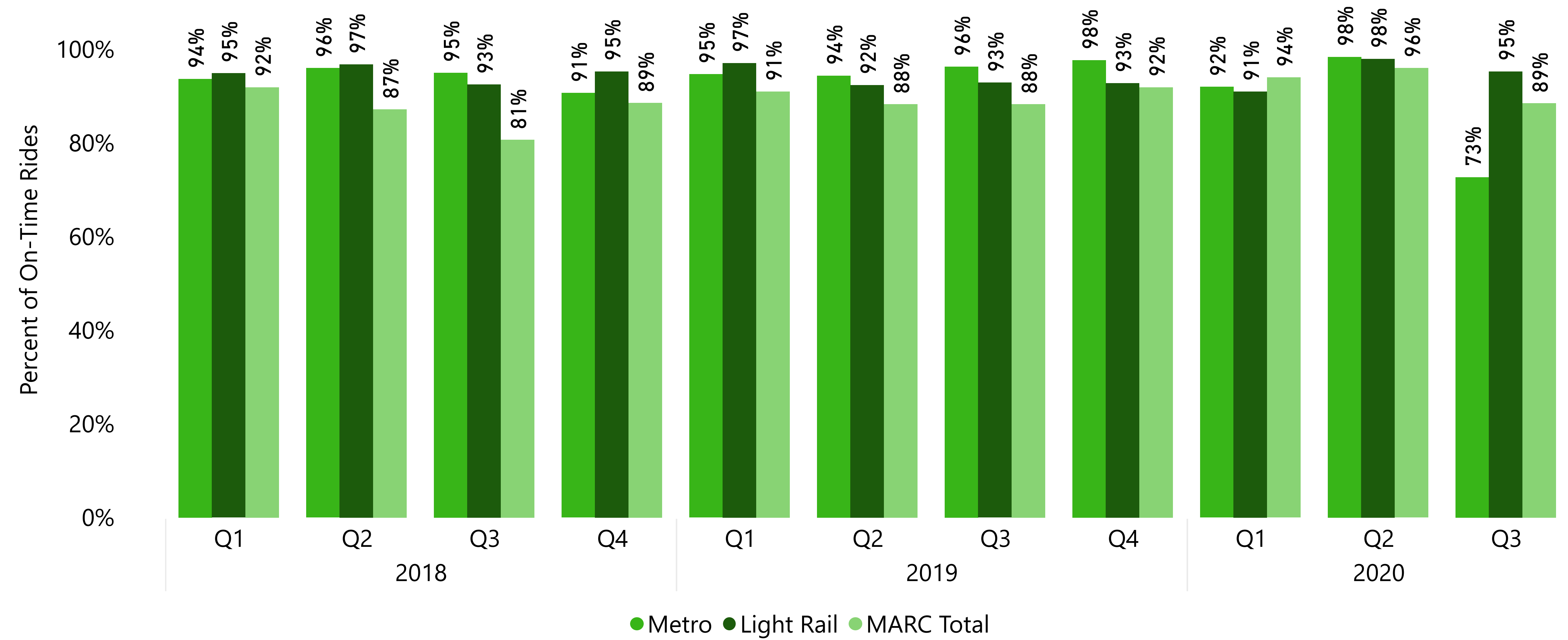
PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.1: On-Time Performance of MDOT MTA Commuter Bus & MDOT MAA Ground Transport



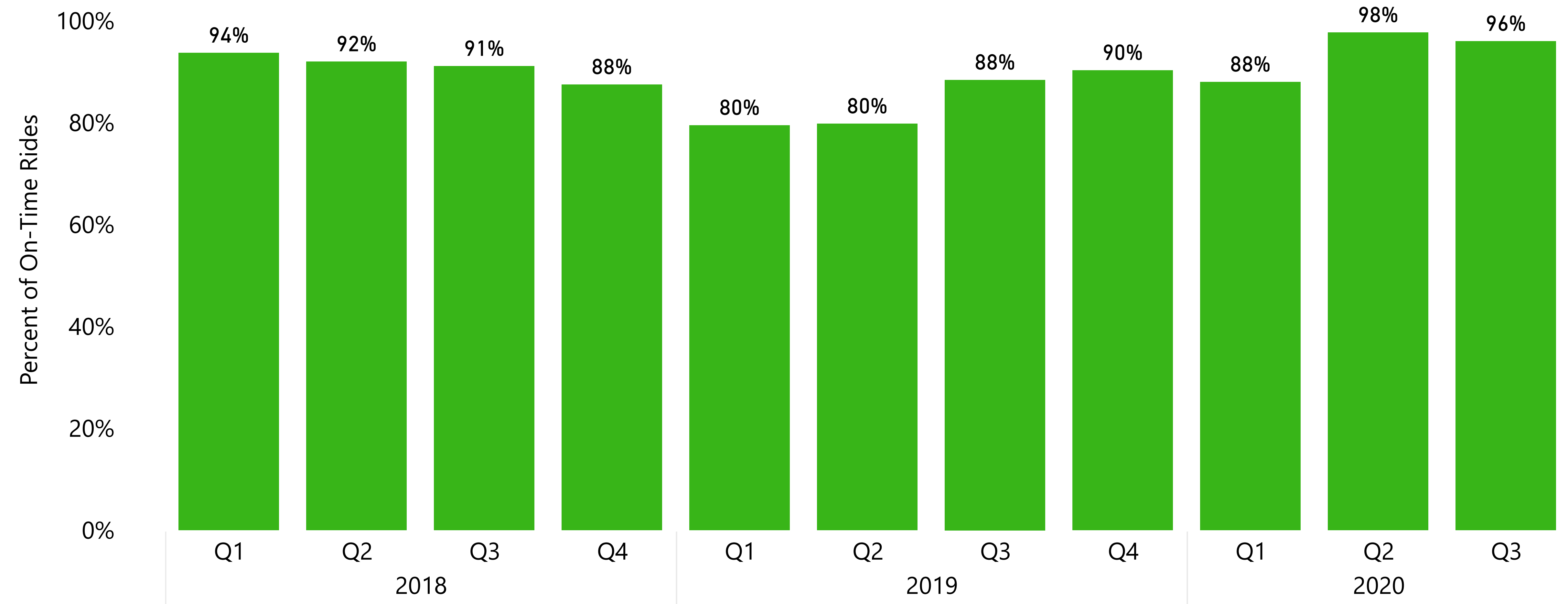
PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.2: On-Time Performance of MDOT MTA SubwayLink, Light RailLink, & MARC



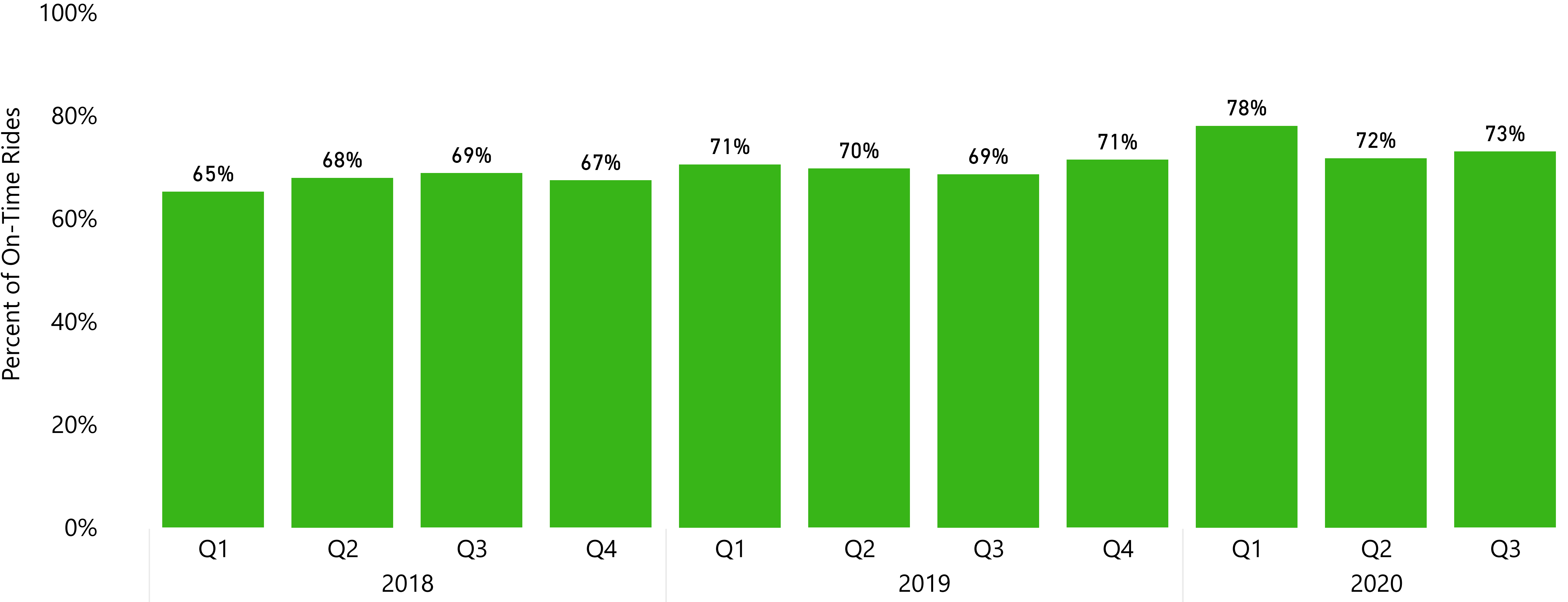
PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.3: On-Time Performance of MDOT MTA Paratransit



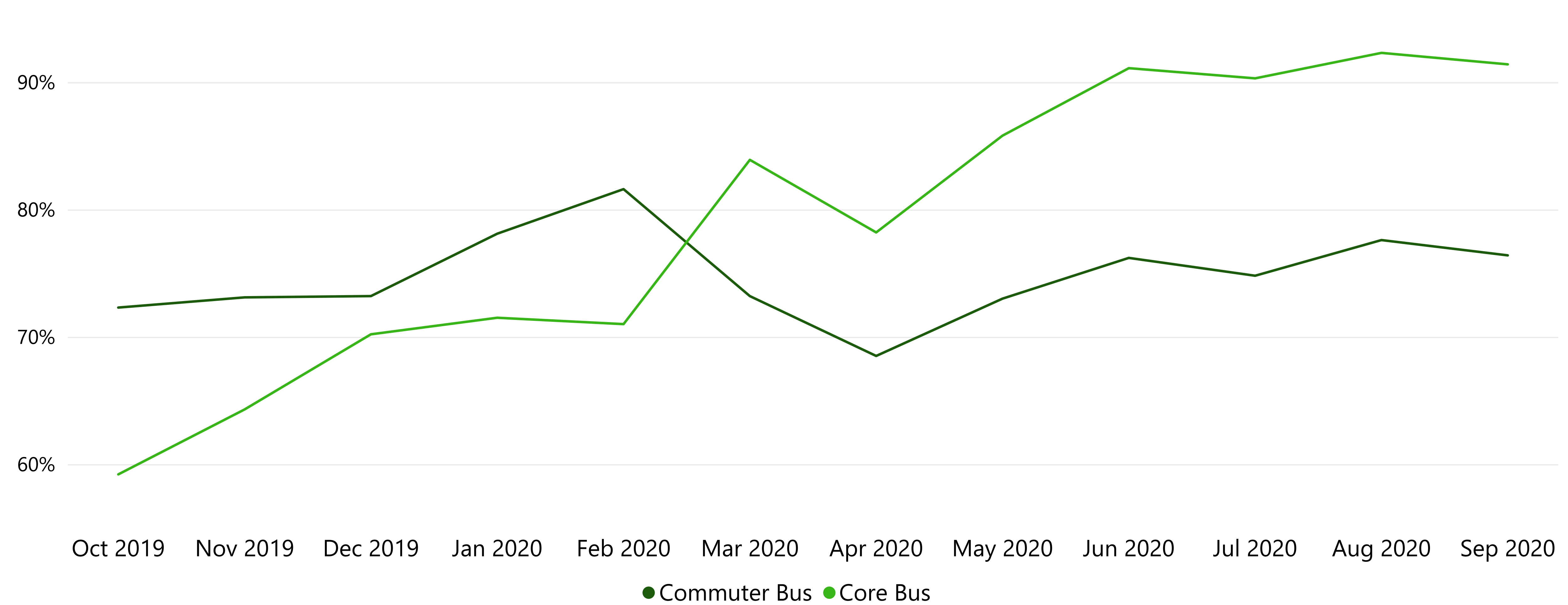
PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.4: MDOT MTA Core Bus On-Time Performance



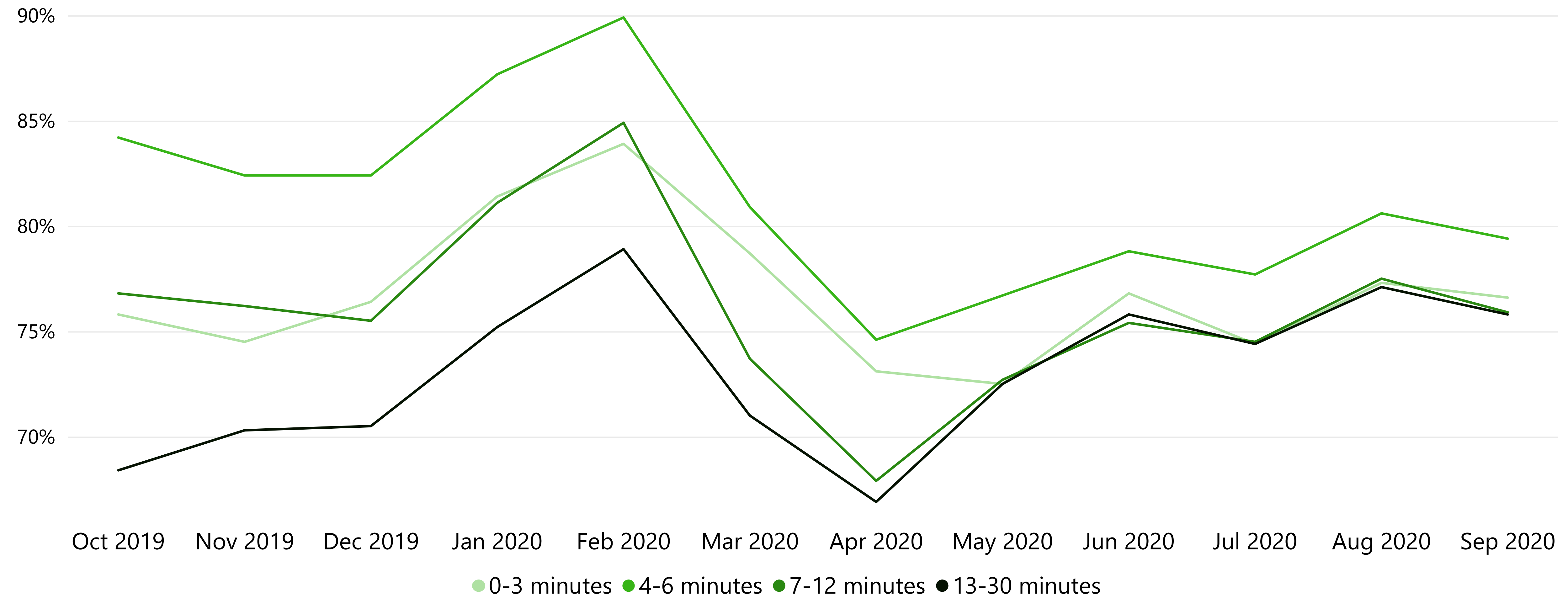
PM#5.5: Functionality of MDOT MTA Real-Time Information Systems (RTIS)

Chart 5.5.1: Monthly Average of Good Prediction



PM#5.5: Functionality of MDOT MTA Real-Time Information Systems (RTIS)

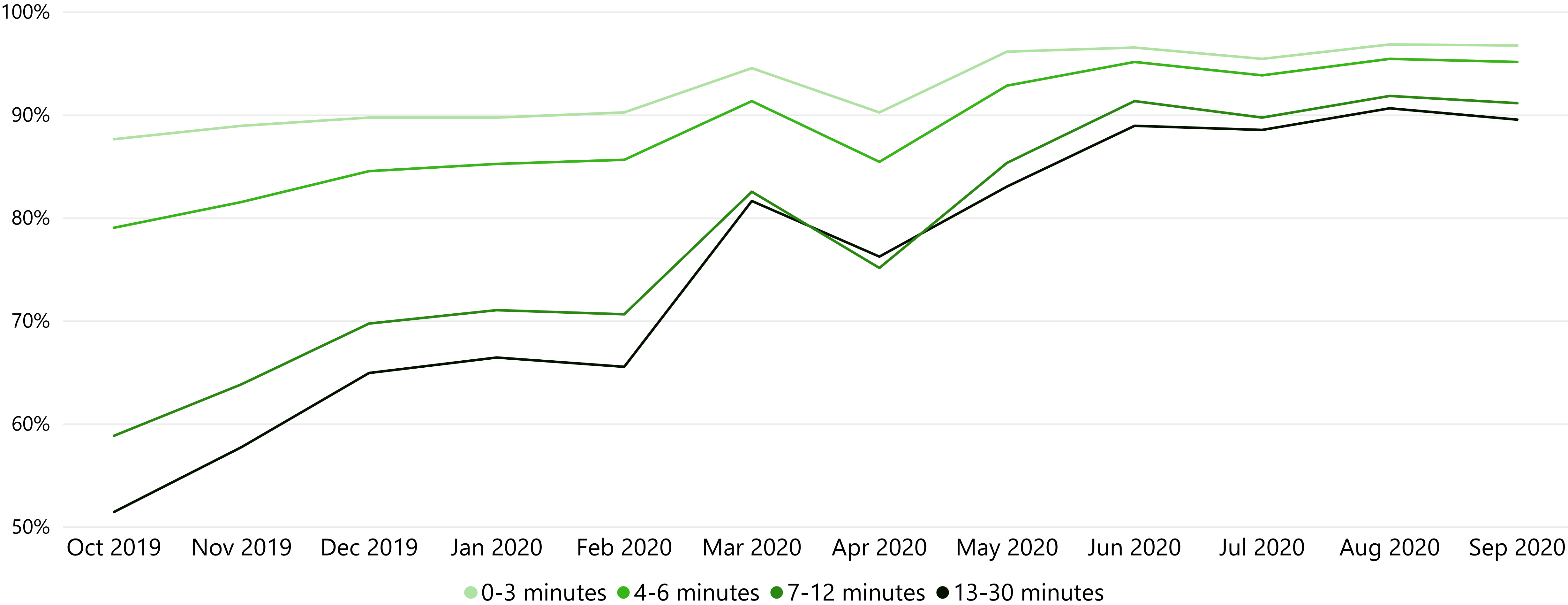
Chart 5.5.2: Monthly Average of Good Prediction - Commuter Bus





PM#5.5: Functionality of MDOT MTA Real-Time Information Systems (RTIS)

Chart 5.5.3: Monthly Average of Good Prediction - Core Bus





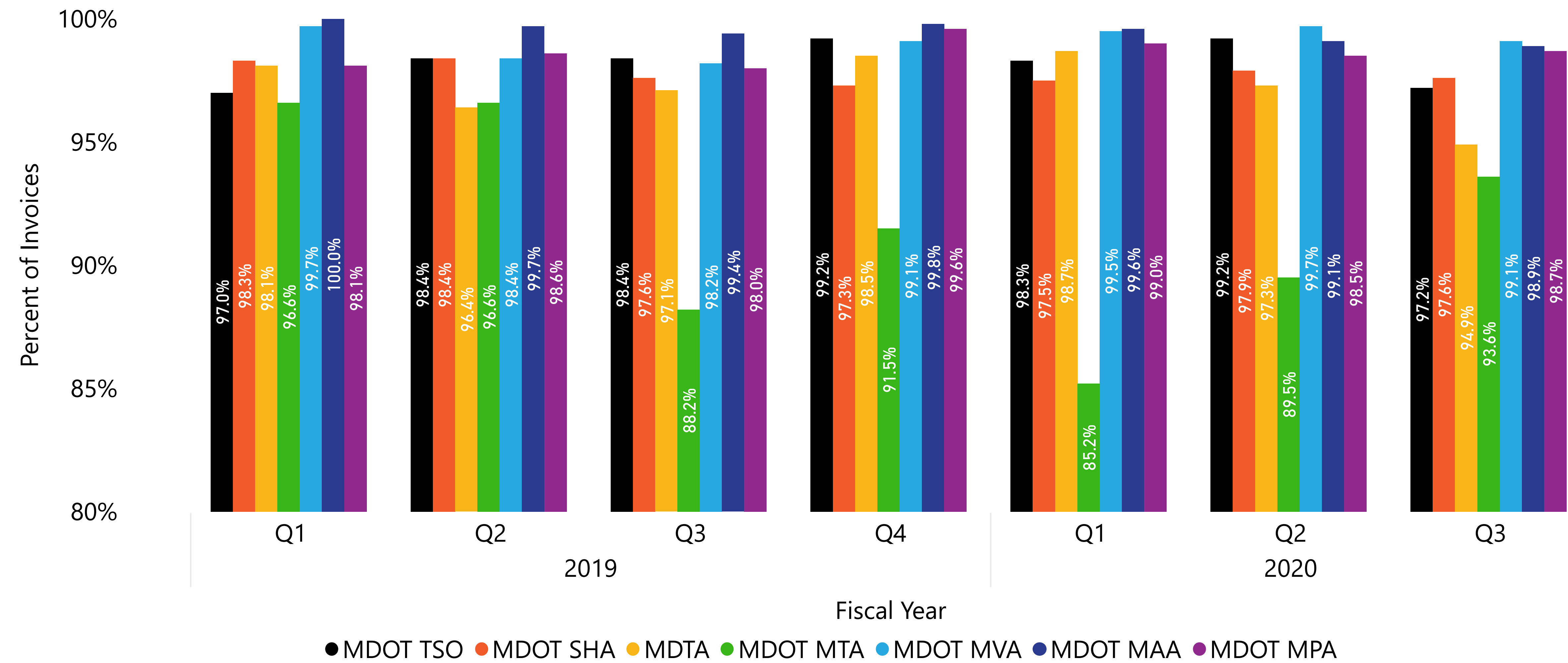
TANGIBLE RESULT #7

**BE FAIR AND REASONABLE  
TO OUR PARTNERS**

TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.5: Invoices Properly Paid to Our Partners in Compliance with State Requirements

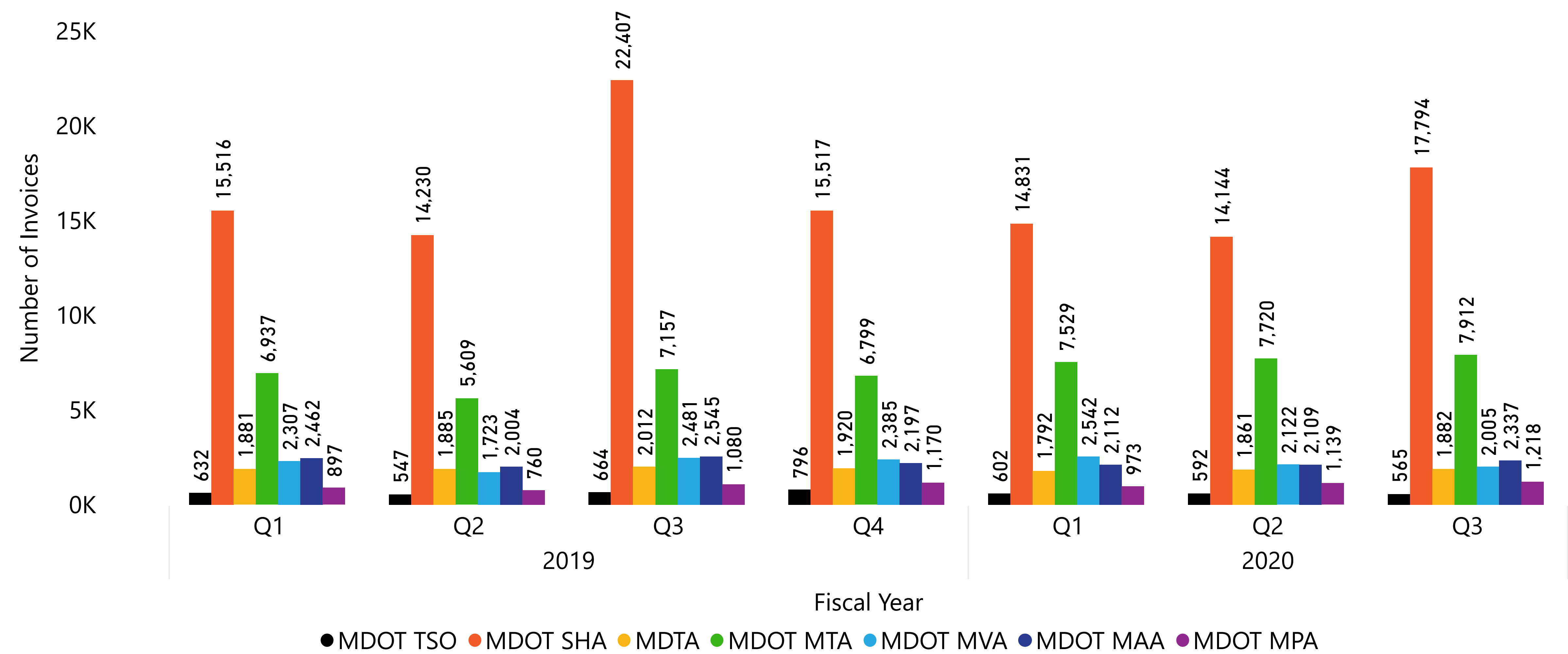
Chart 7.5.1: Percent of Invoices Properly Paid within 30 Days



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.5: Invoices Properly Paid to Our Partners in Compliance with State Requirements

Chart 7.5.2: Total Number of Invoices Paid





TANGIBLE RESULT #8

**BE A GOOD NEIGHBOR**



PM#8.3: Number of Traffic Violations While Driving a State Vehicle

Chart 8.3.1: Speeding Violations by TBU

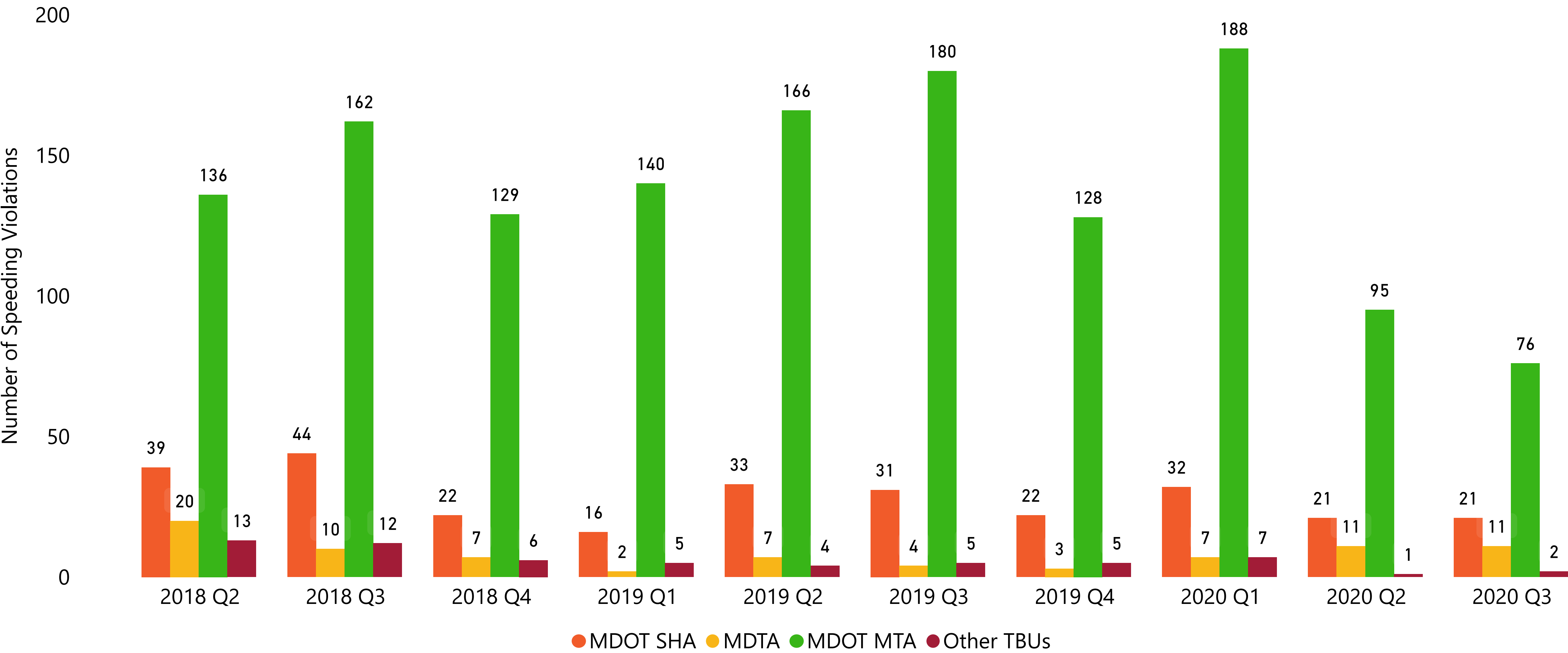




Chart 8.3.2: Red Light Camera Violations by TBU

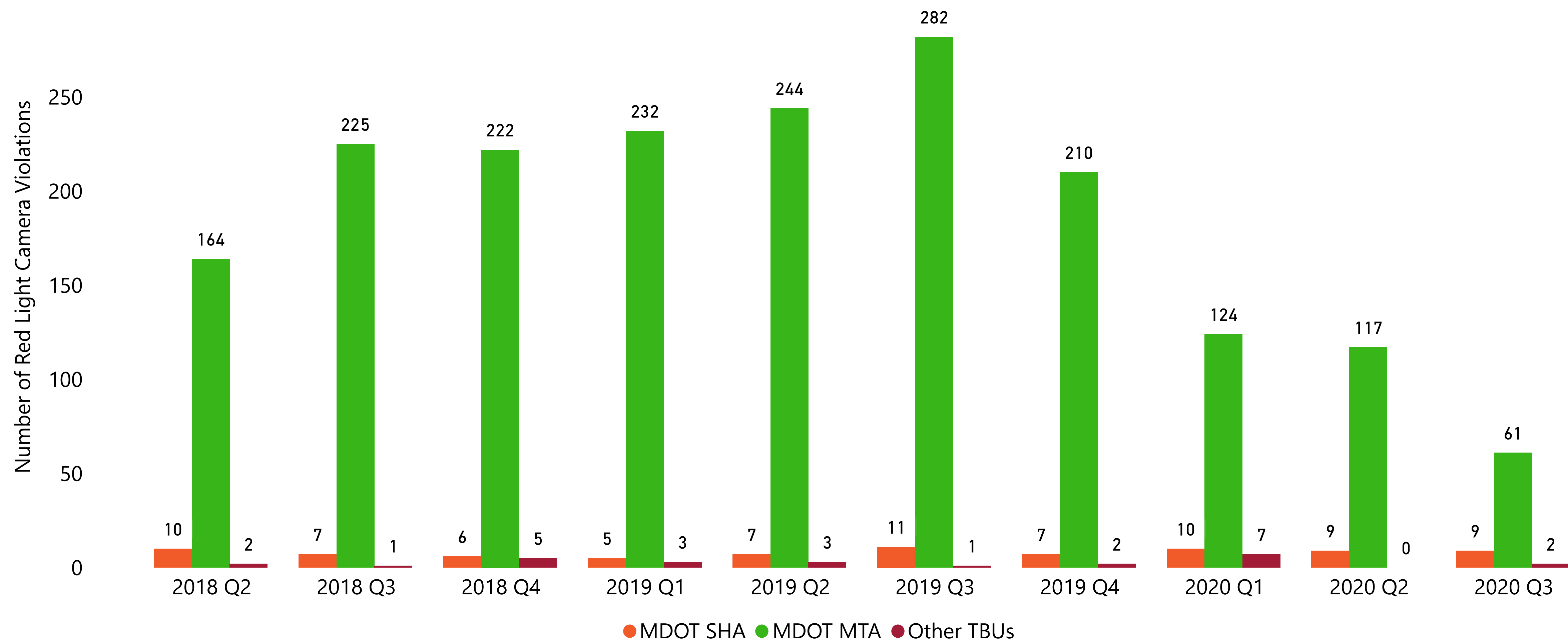
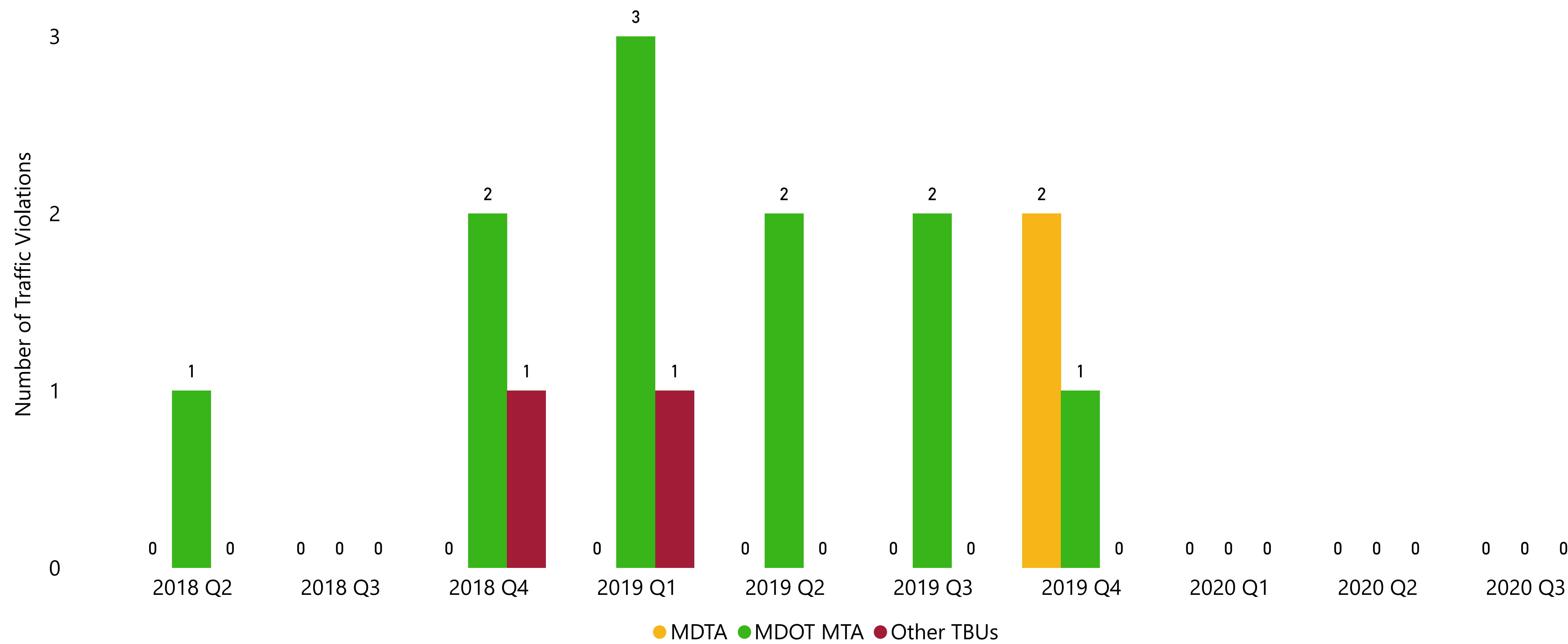


Chart 8.3.3: All Other Traffic Violations by TBU





TANGIBLE RESULT #9

# **BE A GOOD STEWARD OF OUR ENVIRONMENT**

TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

PM#9.2: Land Pollution Prevention

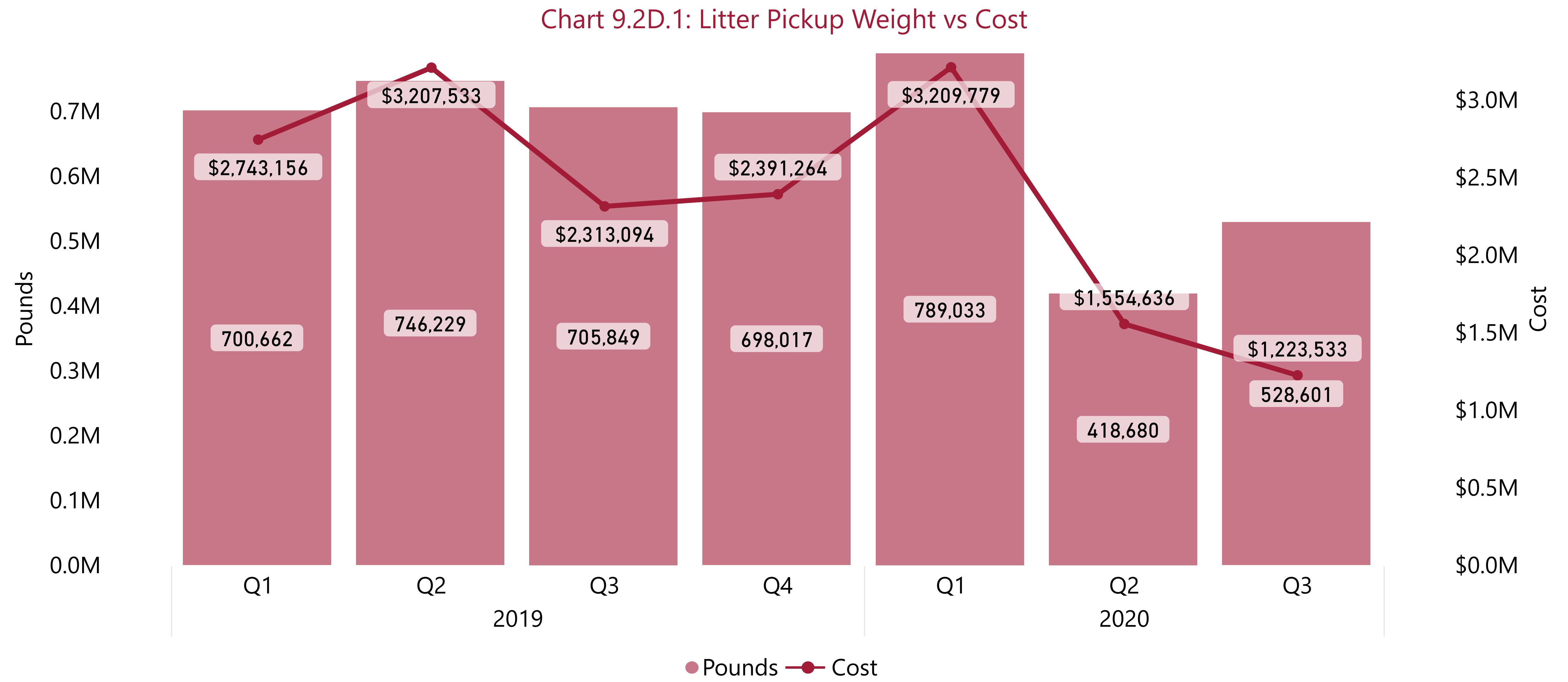


Chart 9.2D.2: Litter Pickup Weight

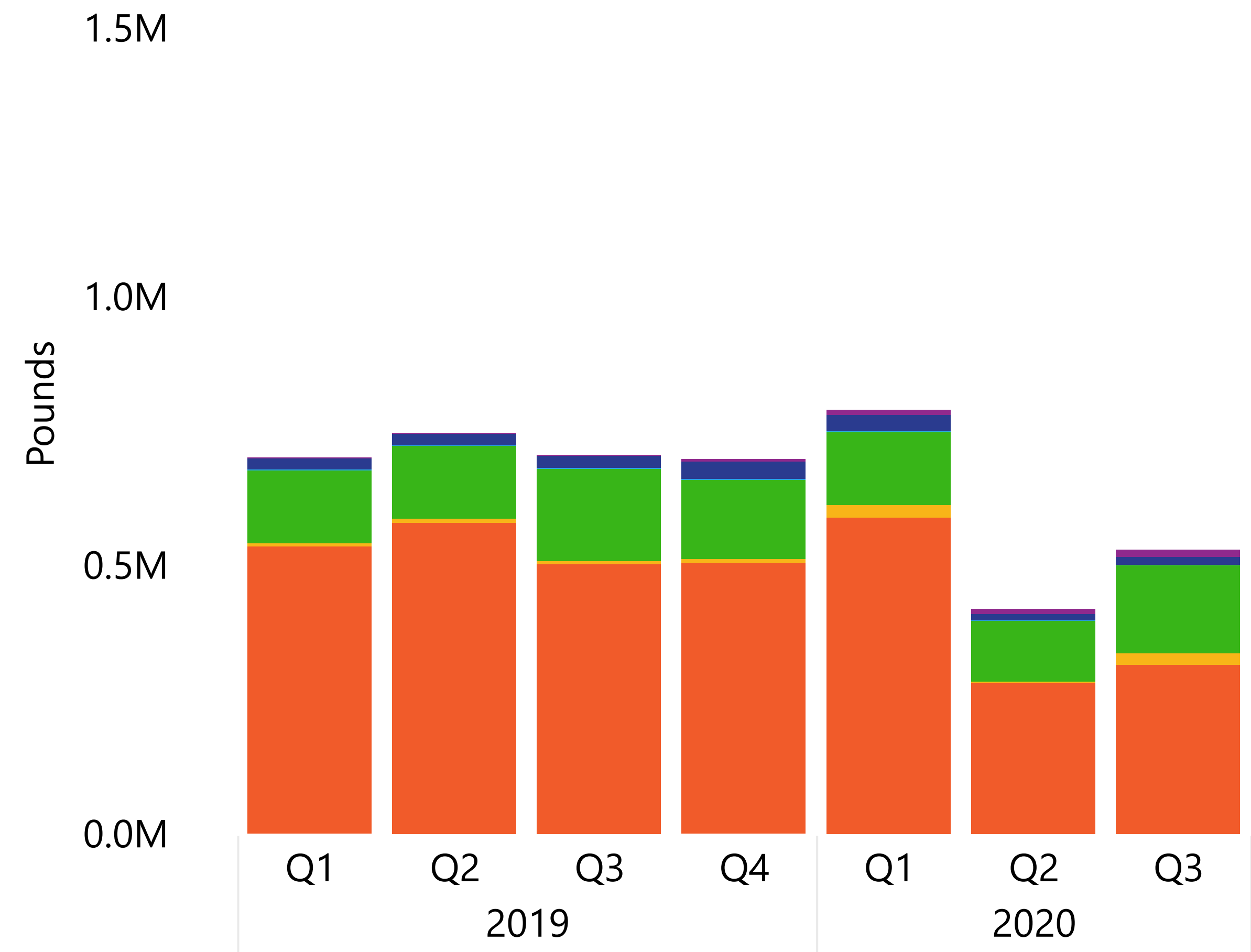


Chart 9.2D.3: Litter Pickup Cost

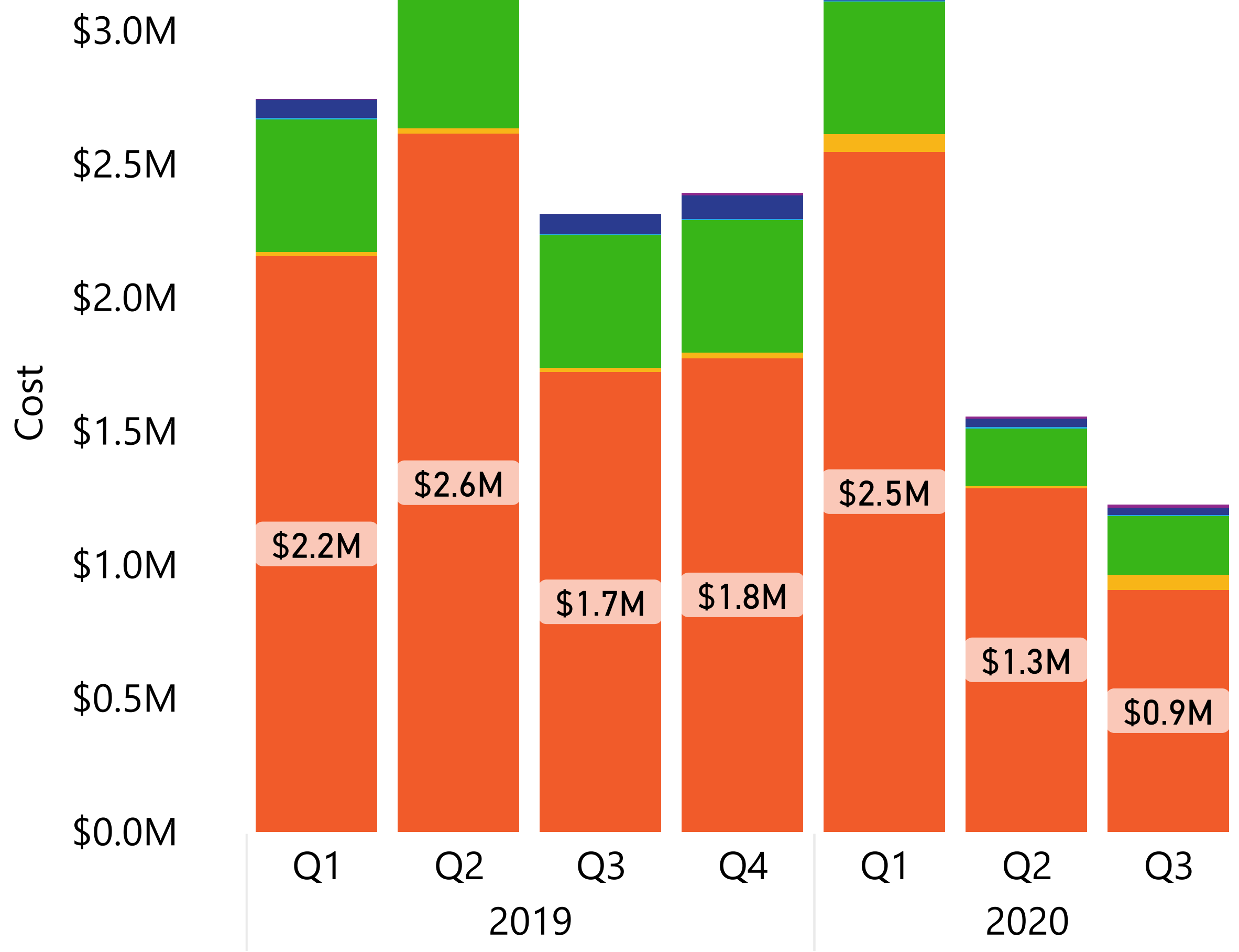


Chart 9.4A.1: Electric Vehicles Registered in Maryland

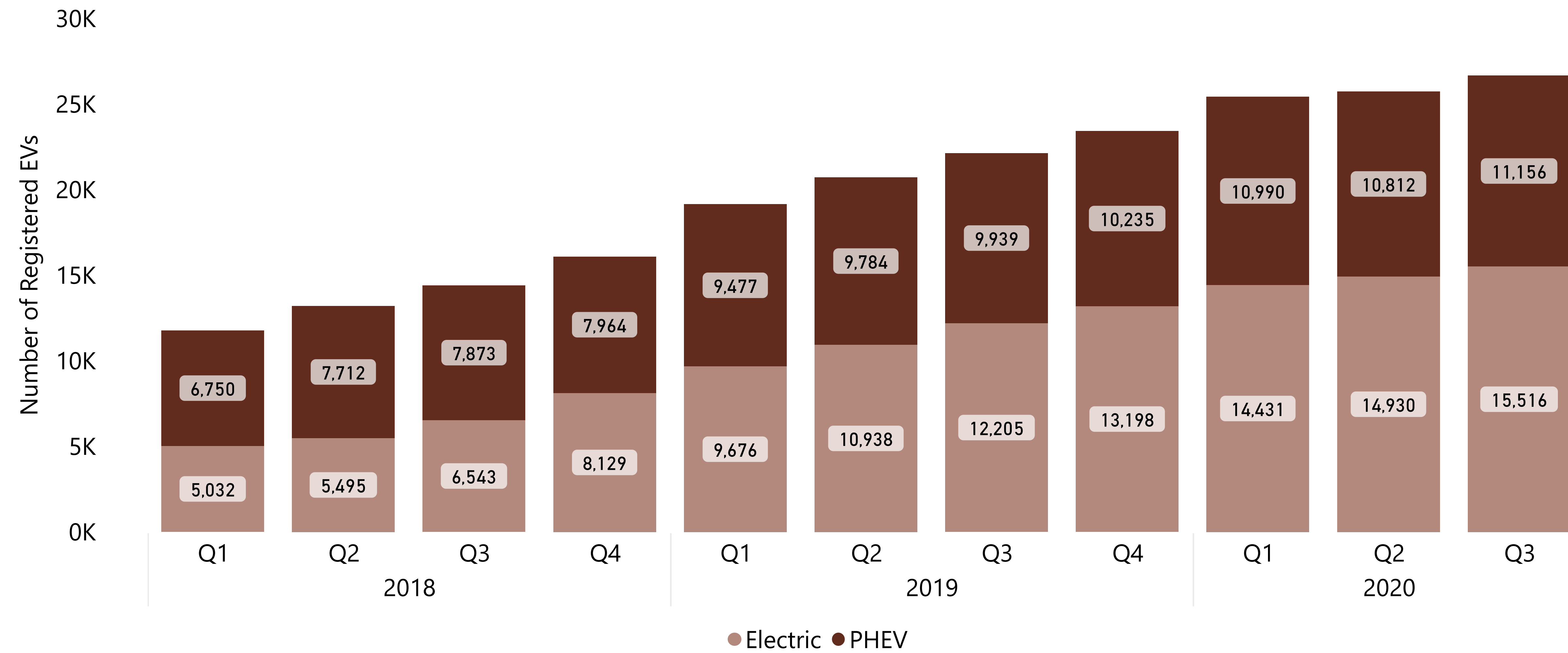




Chart 9.4A.2: Electric Vehicle Charging Outlets

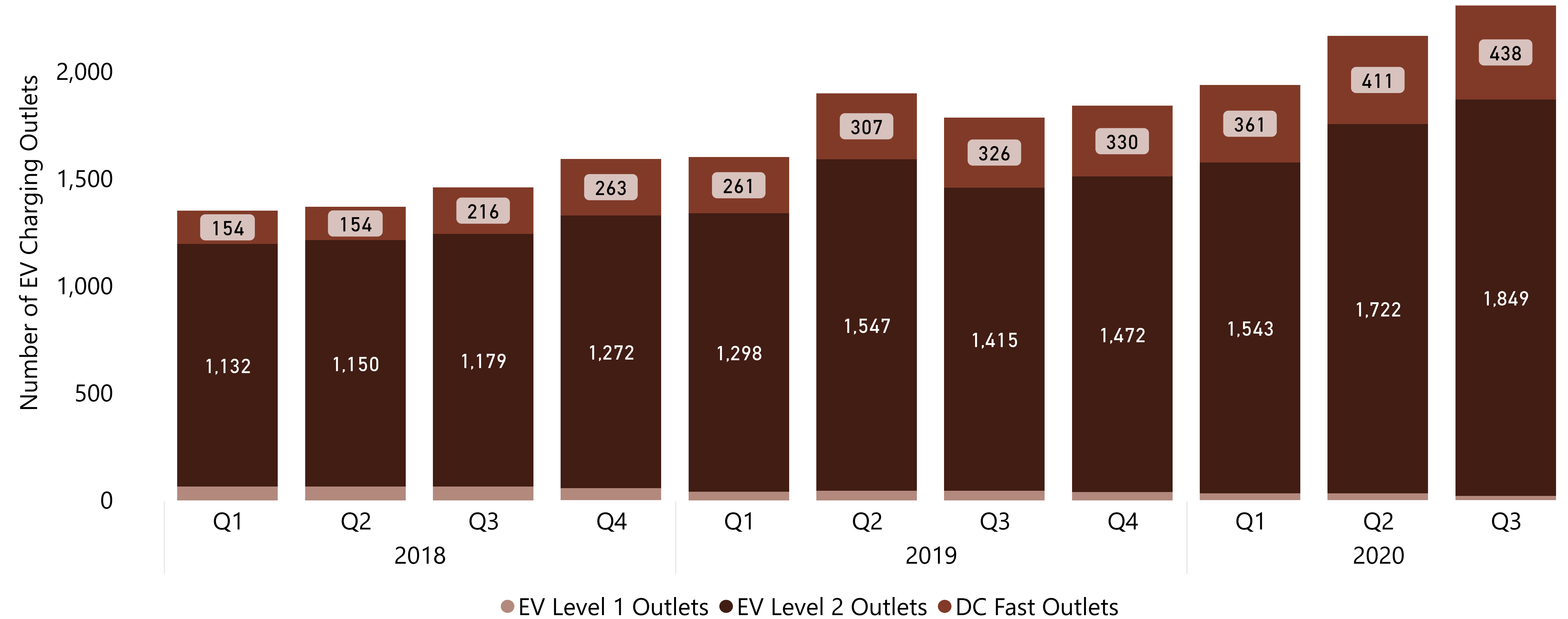
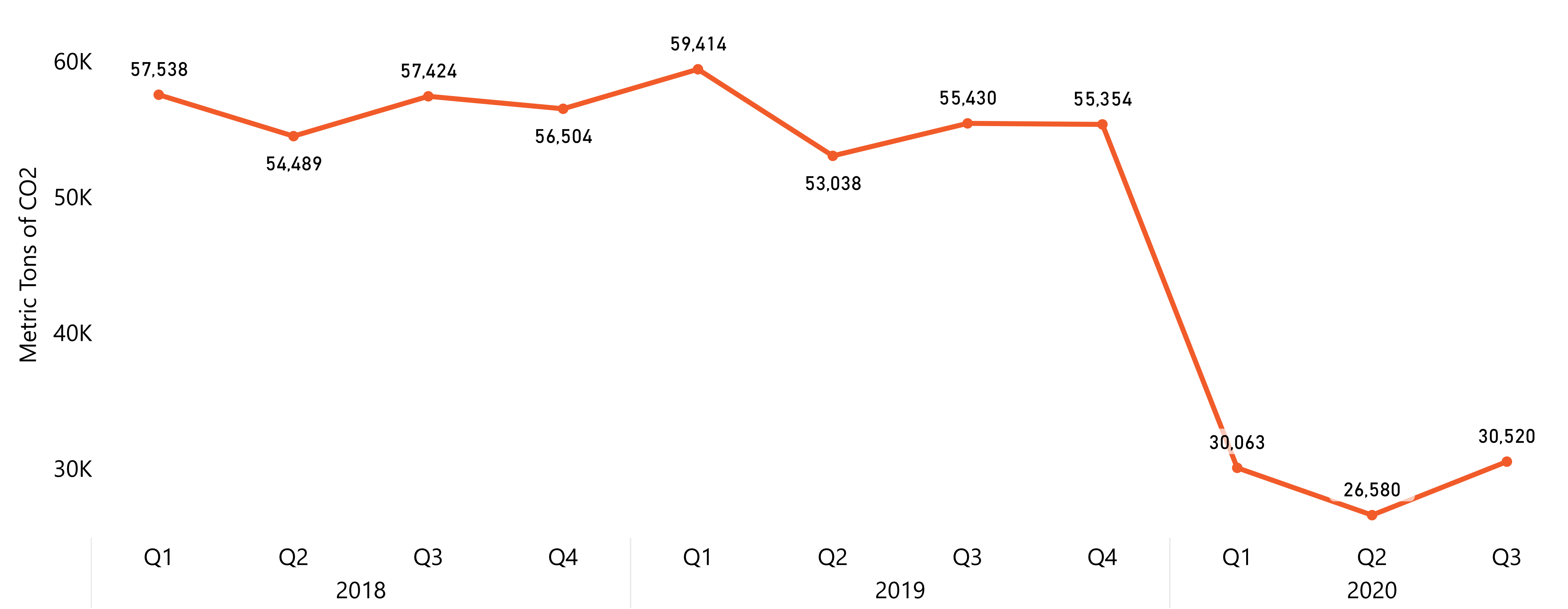


Chart 9.4B.2: CO2e Emissions from Electricity Use

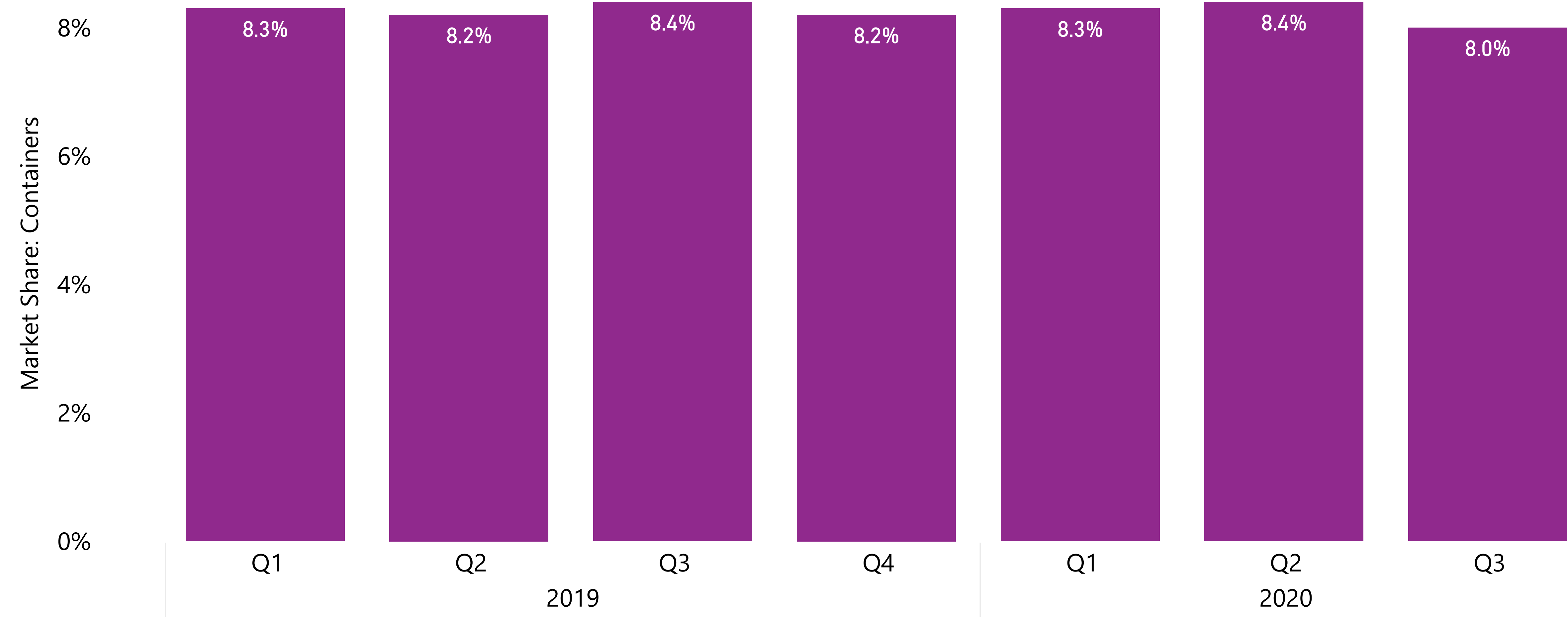




TANGIBLE RESULT #10

# **FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND**

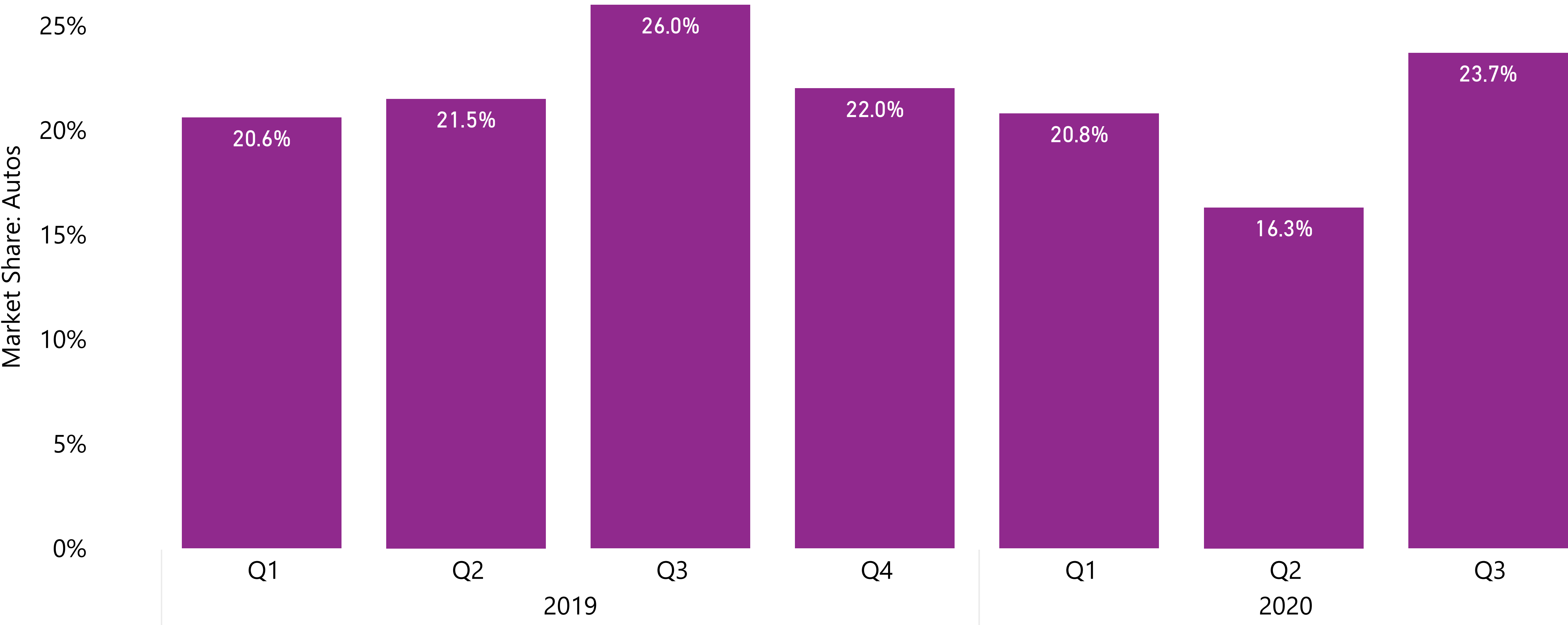
Chart 10.3B MDOT MPA Mid-Atlantic Market Share: Container TEUs



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.3: Freight Mobility

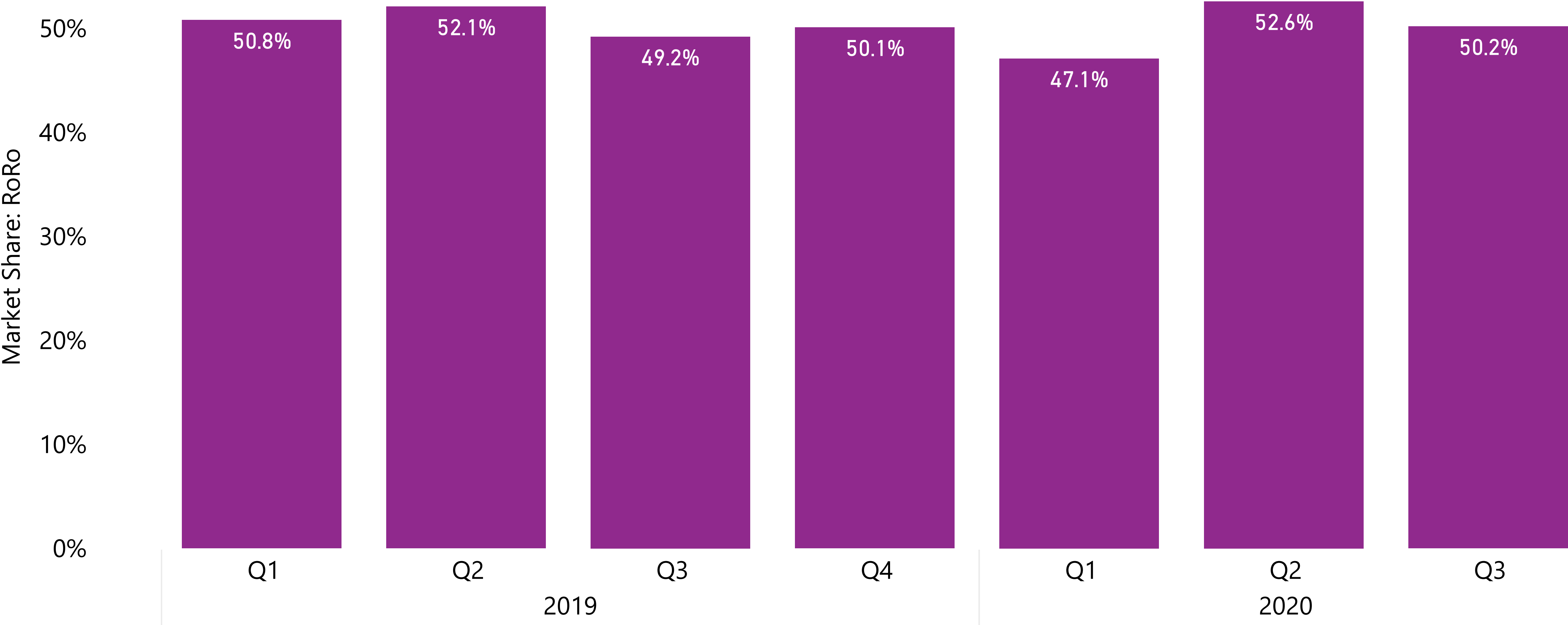
Chart 10.3C MDOT MPA East Coast Market Share: Auto Tons



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.3: Freight Mobility

Chart 10.3D MDOT MPA East Coast Market Share: RoRo Tons

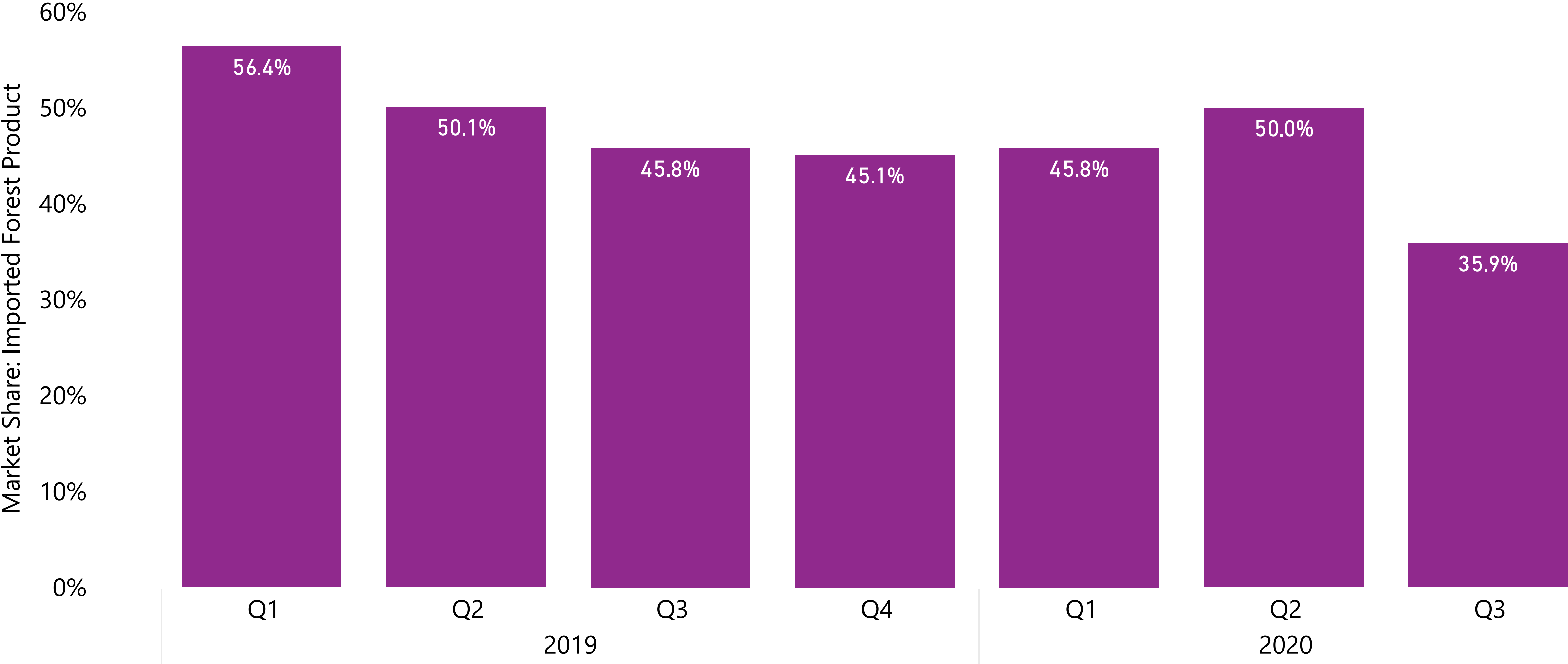




TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.3: Freight Mobility

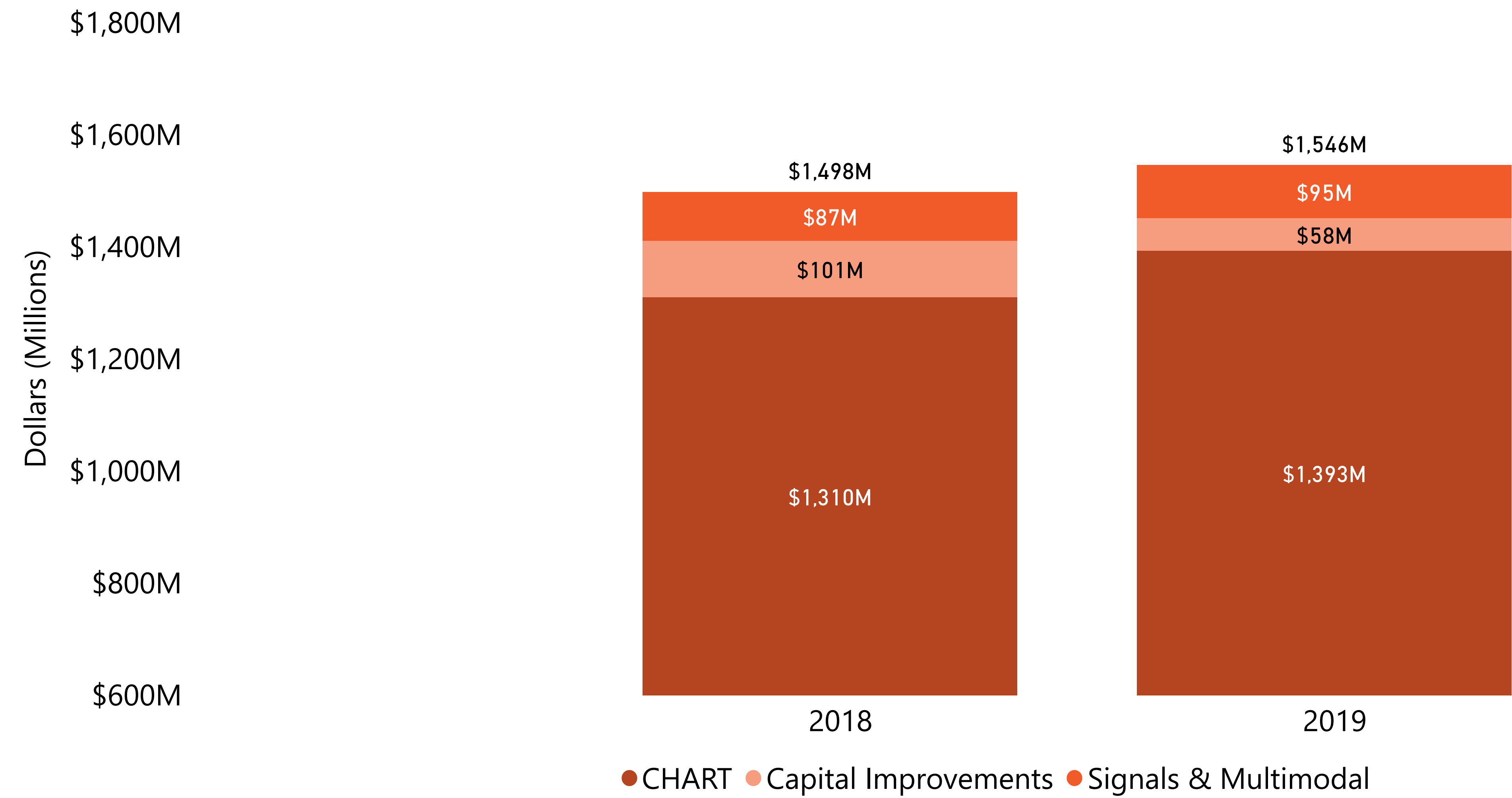
Chart 10.3E MDOT MPA Mid-Atlantic Market Share: Import Forest Product Tons



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.6: Total User Cost Savings for the Traveling Public due to Congestion Management

Chart 10.6A.1: Annual User Cost Savings through MDOT Congestion Management Efforts



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share

Chart 10.8A.1: Percent of All General Aviation Operations Other than Local Operations

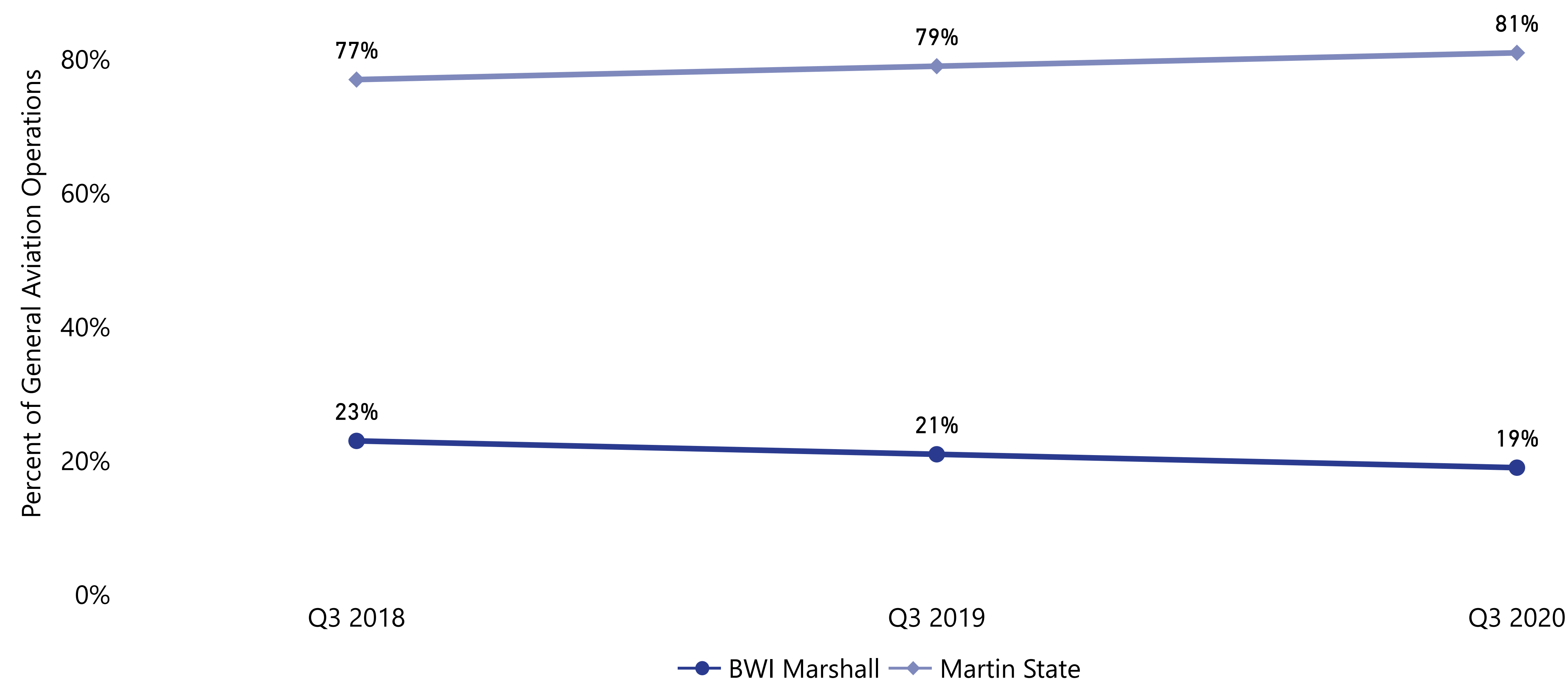


Chart 10.8B.1: Percent of Nonstop Markets Served Relative to Benchmark Airports

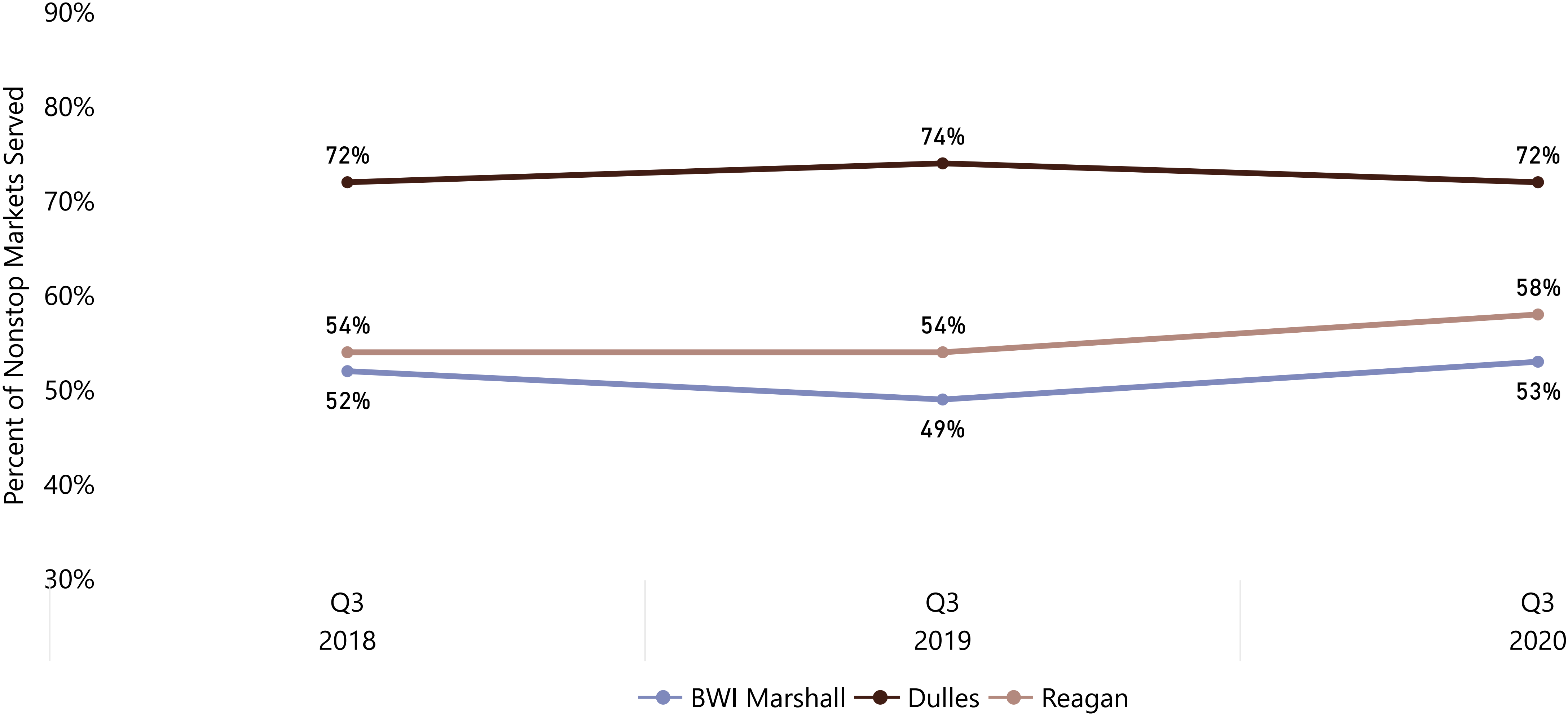


Chart 10.8C.1: Percent of Total Daily Departures at the Region's Airports

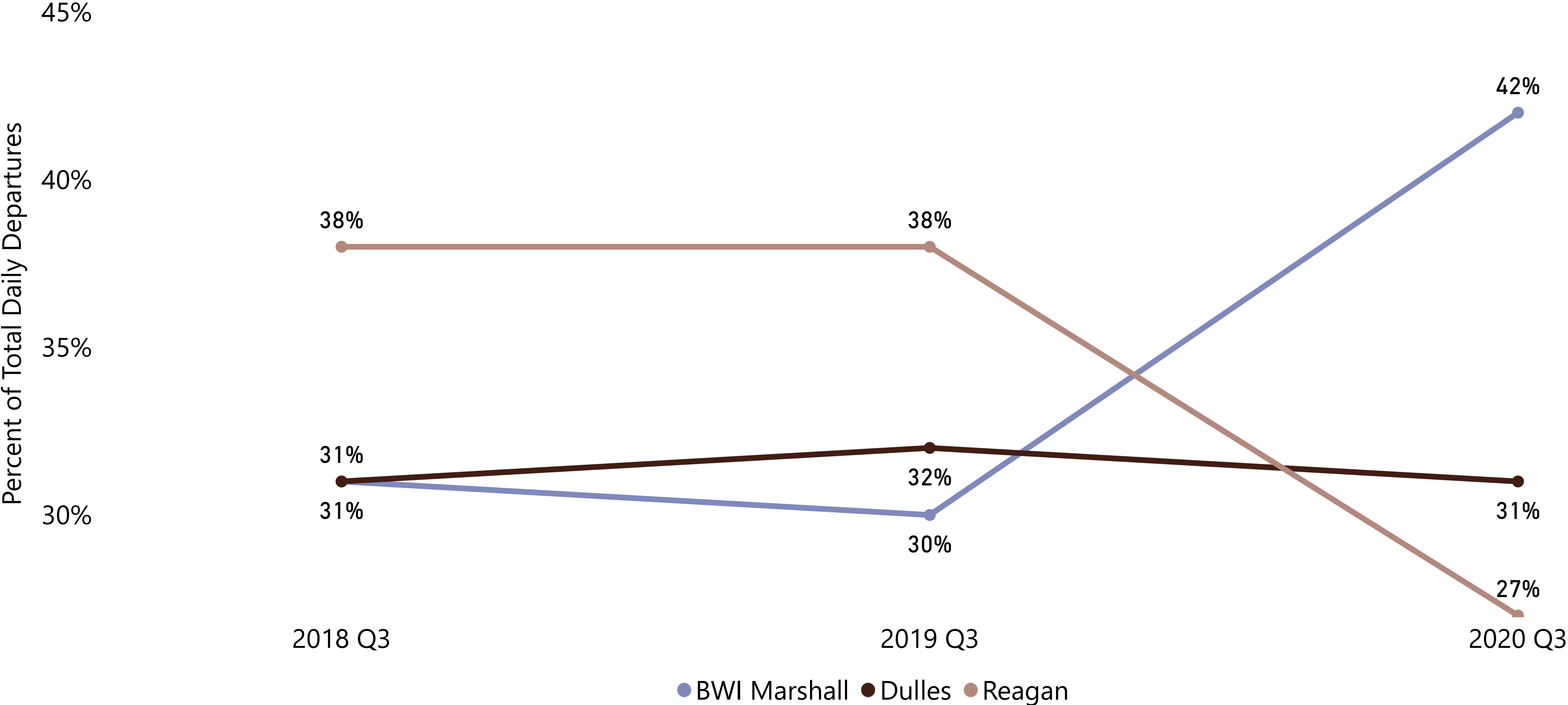
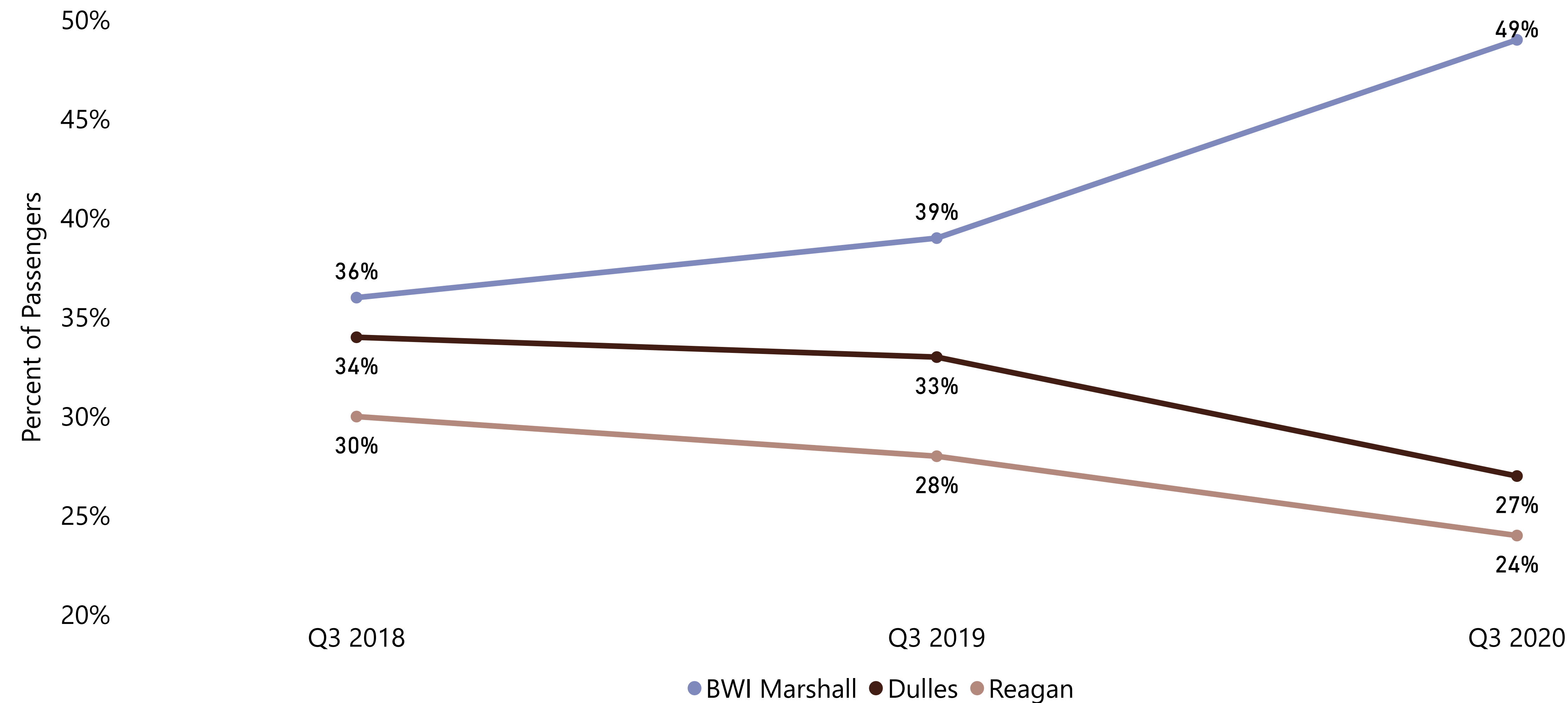


Chart 10.8C.2: Percent of Passengers Using the Region's Airports

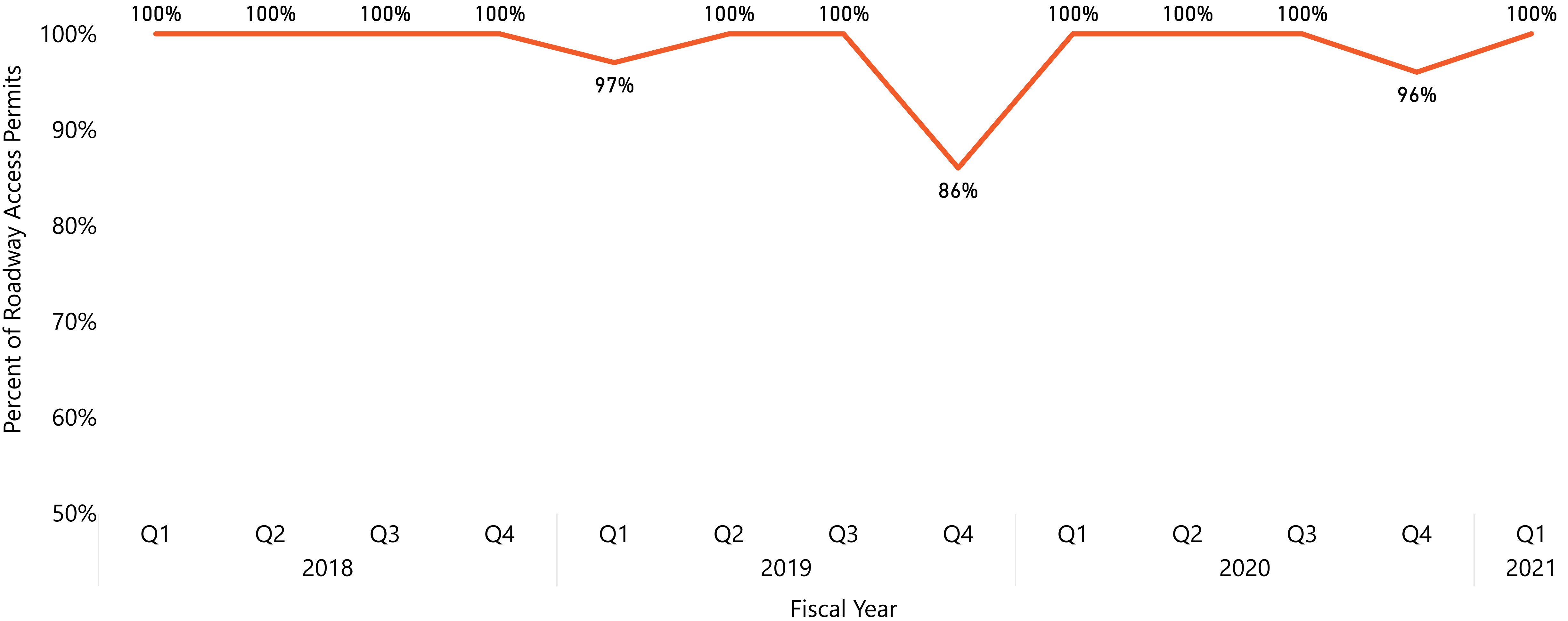




TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.9: Percent of Roadway Access Permits Issued within 21 Days or Less

Chart 10.9.1: Percent of Roadway Access Permits Issued within 21 Days by Quarter



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.10: Value of Land Sold

Chart 10.10.1 MDOT-Wide Sale Amount YTD

